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| **Position Description** |

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| **Support Coordinator Transition and Success (Albury-Wodonga Campus)** | |
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| **Position No:** | NEW |
| **Department:** | Transition and Success |
| **Division:** | DVCA Portfolio, Student Success |
| **Campus/Location:** | Albury Wodonga Campus |
| **Classification:** | Higher Education Officer Level 7 (HEO7) |
| **Employment Type:** | Continuing, Full-Time |
| **Position Supervisor:**  **Number:** | Matrix Senior Manager, Advising and Retention and Head of Campus Albury Wodonga Campus.  NEW |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

School of       – http://latrobe.edu.au/

**For enquiries only contact:**

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| **Position Description** |

**Support Coordinator Transition and Success**

**Position Context**

The Portfolio of the Deputy Vice-Chancellor (Academic) is responsible for enhancing the quality of teaching, learning, the student experience, internationalisation, indigenous education and employability outcomes. Student Success supports students to connect to their study, community and career. The Student Success portfolio works in partnership with students, the academy and other LTU service divisions, our community and industry to provide outstanding experiences that support student transition and success across the student lifecycle and beyond. Student Success plays a primary role in facilitating success and retention initiatives across the university and includes the following teams:

* Employability and Industry Engagement
* Excellence at La Trobe
* Orientation and Transition
* Regional Student Engagement
* School Partnerships Program
* Student Learning
* Succeed at La Trobe
* Tertiary Preparation Program

In leading these areas, the Portfolio places a strong emphasis on collaborative and inclusive relationships with students, colleagues in Colleges and other departments and groups across the university.

The position reports to the Senior Manager, Advising and Retention, with a dotted reporting matrix to the Head of Campus. The successful applicant will support the implementation of the La Trobe University 2018 – 2022 Strategic plan, and day to day operations, by connecting students with students to provide advice and advocacy and deliver programs to improve student engagement. This primarily involves working with students, the Colleges and relevant stakeholders to deliver targeted and informed support to students and design programs, initiatives and resources that support the success of students.

**Duties include:**

* Coordinate programs and initiatives to support and engage students from Albury Wodonga Campus in order to enrich their university experience and enable ongoing persistence and success.
* Liaison, consultation and advocacy with university stakeholders, including the Head of Campus, Student Wellbeing services, Academic staff, the Wodonga Students Association and other services to support successful outcomes for students from the Albury-Wodonga Campus.
* Provide proactive outreach and support, via various forms of communication, to identified students and guide them in a developmental process of:
  + clarifying life and career goals;
  + developing a suitable, sustainable, and individual educational plan;
  + identifying and connecting with appropriate support mechanisms;
  + identifying and developing positive learning and help-seeking behaviours;
  + building self-efficacy, resilience, motivation, and independence.
* Work in close collaboration with key stakeholders to ensure that student engagement programs and activities are designed, developed, delivered and evaluated within the local, regional and broader La Trobe contexts.
* Provide support, guidance and advocacy for students across the stages of unsatisfactory academic progress by develop tailored case management plans and monitoring student progress.
* Actively assist students to achieve academic success through specific targeted and where necessary individual advocacy and guidance through university processes.
* Maintain compliance and professional standards, including monitoring, reporting and record keeping practices.
* Undertake other duties as directed by the Senior Manager, Advising and Retention, Head of Campus Albury-Wodonga Campus or Pro Vice-Chancellor, Student Success.

**Key Selection Criteria:**

* An undergraduate degree in any area relevant to the position (e.g. counselling, career development, psychology, education, social work) with at least 4 years subsequent experience; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams and one-to-one and with a wide variety of stakeholders from diverse backgrounds.
* Demonstrated organisation and problem-solving skills, with an ability to manage several different projects concurrently and to work independently.
* Demonstrated capacity in student engagement program design, delivery and evaluation (on campus and/or online).
* Demonstrated experience and success in working with diverse client groups with complex needs, preferably within a higher education setting.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: