

## POSITION DESCRIPTION

<b>Position Title</b>	Indigenous Student Success Officer		
<b>Organisational Unit</b>	First Peoples and Equity Pathways Directorate		
<b>Functional Unit</b>	Indigenous Higher Education Unit		
<b>Nominated Supervisor</b>	Coordinator, Indigenous Higher Education Unit		
<b>Higher Education Worker (HEW) Level</b>	HEW 7	<b>Campus/Location</b>	Brisbane Canberra Melbourne Strathfield/North Sydney
<b>CDF Achievement Level</b>	1 All Staff	<b>Position Number</b>	
<b>Employment Type</b>	Full Time, Continuing	<b>Date reviewed</b>	May 2019

The position will only be open to Australian Aboriginal or Torres Strait Islander applicants.

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s 105 of the Anti-Discrimination Act 1991 (Qld) s 12 of the Equal Opportunity Act 2010 (Vic) and s 8(4) of the Charter of Human Rights and Responsibilities Act 2006 (Vic)

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

**Mission Statement:** *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)
- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

## ABOUT THE EDUCATION AND INNOVATION PORTFOLIO

The Education and Innovation portfolio is responsible for educational strategy and programs in the University that centre on students, learning and teaching as well as the Vice-Chancellor's areas of innovation focus.

The Deputy Vice-Chancellor, Education and Innovation (DVC EI), supports the Vice-Chancellor in providing leadership to:

- First Peoples and Equity Pathways
- Library
- Learning and Teaching Centre
- Office of Student Success
- Strategic Partnerships and Executive Education
- ACU College
- Advancement and Alumni

## ABOUT THE FIRST PEOPLES AND EQUITY DIRECTORATE

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The First Peoples and Equity Directorate comprises the Office of Director, Indigenous Higher Education Units, Equity Pathways team and Clemente Australia team.

The First Peoples and Equity Directorate has two key responsibility areas:

1. Supporting the implementation of ACU's Aboriginal and Torres Strait Islander education and employment objectives that seek to:
  - Engage the ACU community in a deeper understanding of Aboriginal and Torres Strait Islander peoples' knowledges, histories and cultures;
  - Contribute to improved participation and success of Aboriginal and Torres Strait Islander students;
  - Enhance the belonging of Aboriginal and Torres Strait Islander peoples by providing a culturally safe and enabling higher education environment;
  - Take a leadership role in engagement with Aboriginal and Torres Strait Islander communities;
  - Provide cultural, pastoral and academic support and referrals to Aboriginal and Torres Strait Islander students; and
  - Manage key external stakeholder engagement, targeted recruitment and promotion of ACU to Aboriginal and Torres Strait Islander communities.
2. Supporting the implementation of ACU's Equity objectives through longer term planning and effective delivery of program to:
  - Contribute to improved access and participation in higher education for people from low socioeconomic status (low SES) backgrounds (including Aboriginal and Torres Strait Islander students and Regional and Remote students);
  - Provide widening participation programs in partnership with schools and community organisations to improve access, participation and success of people from low socioeconomic backgrounds in higher education;

- Develop and implement outreach and pathways programs in collaboration with ACU Indigenous Higher Education Units, Clemente Australia and Refugee Scholarship Program; and
- Collaborate with other universities on evaluative research and outreach initiatives.

## POSITION PURPOSE

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The purpose of this position is to enable success for Aboriginal and Torres Strait Islander students at ACU. This is achieved through the provision of a range of effective cultural, academic and personal support services to Aboriginal and Torres Strait Islander students. This role is pivotal in enabling success of Aboriginal and Torres Strait Islander students in higher education by:

- Working collaboratively across the University campus especially with Student Admissions, school and faculty representatives, Library, Office of Student Success and Campus Ministry to support student participation and success and enrich the University experience for Aboriginal and Torres Strait Islander students;
  - Building and maintaining strong external and internal partnerships to support the success of Aboriginal and Torres Strait Islander education including collaboration with Equity Pathways and Future Students teams to attract Aboriginal and Torres Strait Islander students and promote ACU programs and services;
  - Evaluating and reporting on program outcomes as directed by Coordinator Indigenous Higher Education Unit;
- Indigenous Student Success Officer positions are located at Brisbane, Melbourne, Strathfield and Canberra campuses.

## POSITION RESPONSIBILITIES

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### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence
- ACU Reconciliation Action Plan

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

## Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <u>Capability Development Framework</u> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Develop and sustain positive relationships with academic and professional staff to ensure high quality and consistent academic support is available to enable individual Aboriginal and Torres Strait Islander student success.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>		✓	✓	
Initiate regular contact with all Aboriginal and Torres Strait Islander students to identify individual support needs, increase awareness of the role and services of the IHEU, encourage students to access the University's support services and promote Scholarship and enrichment opportunities.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓	✓		
Support and influence effective communication with faculty and directorate staff to facilitate sensitive and seamless student admission process, student orientation, participation, engagement, progression and student pathways.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓	✓	✓	
Deliver student workshops to build student confidence and skills, this includes how to apply for scholarship and other leadership opportunities.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓	✓		✓
With the Office of the Director coordinate the Unit's Study Assistance program by determining tuition required, matching student with appropriate tutors and monitoring efficacy of tutoring and academic progress of students.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓	✓		

Key responsibilities specific to this position	Relevant Core Competences ( <u>Capability Development Framework</u> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Work closely with Equity Pathways to build outreach capacity to Aboriginal and Torres Strait Islander communities and strengthen relationships with schools and community organisations, to increase awareness, inform aspirations and increase access to higher education.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓	✓		✓
In partnership with Future Students and Equity Pathways actively promote ACU at Indigenous specific career and employment expos and community events	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓	✓		
Resolve enquiries from Aboriginal and Torres Strait Islander students and staff of the University in relation to Aboriginal and Torres Strait Islander student issues.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> </ul>		✓		
<p>Working with the Coordinator IHEU, address complex policy, procedural or financial issues and if required refer to the Office of Director for determination.</p> <p>Understand the purpose and application of ACU policies and procedures to actively manage risk in the best interests of ACU.</p>	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>		✓		
Contribute to the planning of initiatives within the IHEUs, the First Peoples and Equity Pathways team and campus activities that further enhance student success and achieves the strategic goals of the Portfolio and ACU.	<ul style="list-style-type: none"> <li>• Collaborate Effectively</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓			✓
Evaluate and report outcomes on student engagement and activities to the Director of First Peoples and Equity Pathways.	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>	✓			

## **Key Challenges and Problem Solving**

- Initiate, develop and maintain effective relationships with all Aboriginal and Torres Strait Islander students to enable their continued success at ACU.
- Maintain a detailed knowledge and understanding of the student lifecycle, and ACU academic and administrative policies to assist in translating academic language to students.
- Maintain effective relationships with faculties to enable student success.
- Coordinate and manage all aspects of the tutorial assistance program.
- Promote equity and diversity throughout the University

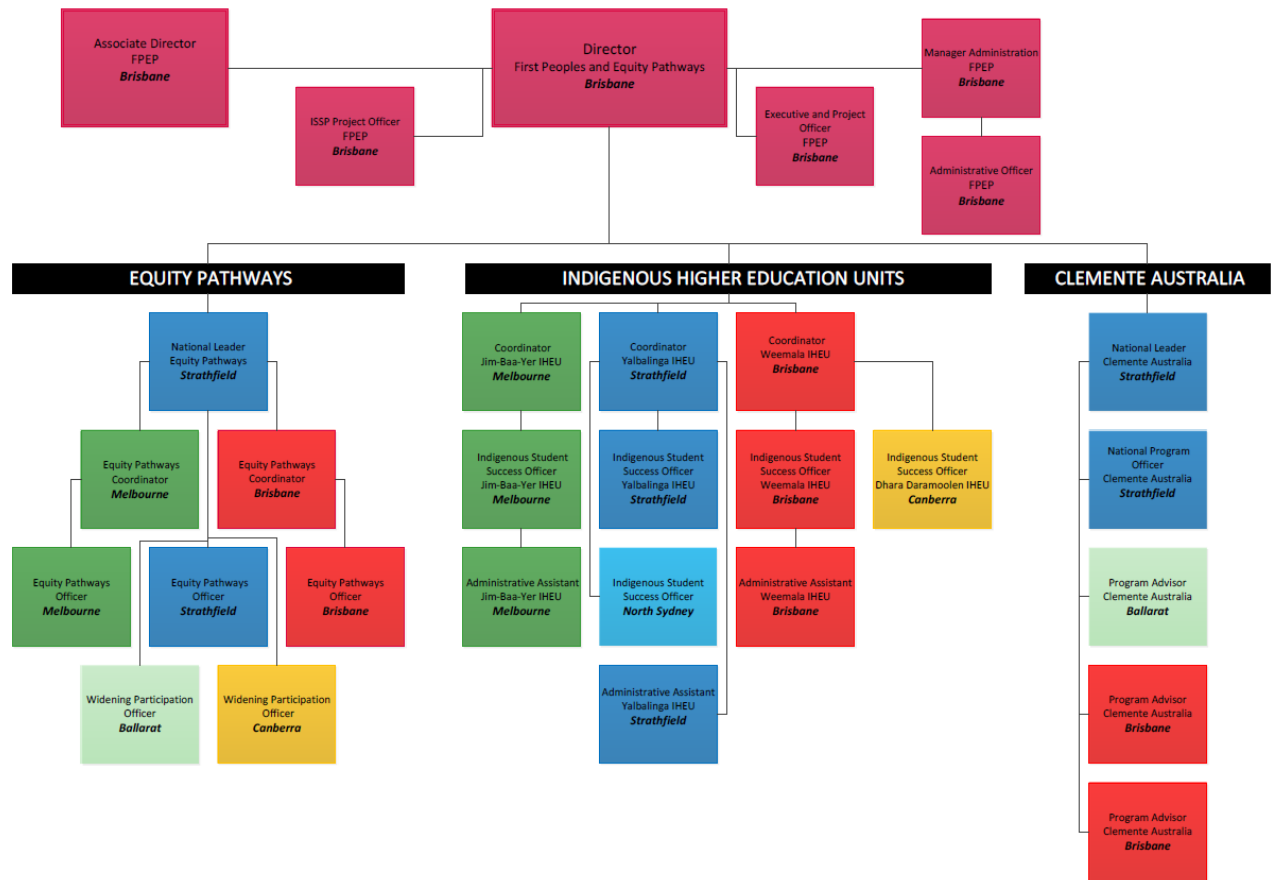
## **Decision Making / Authority to Act**

- The position holder responds to non-routine problems that require innovative and experiential solutions solved through a consultative process with the IHEU Coordinator
- The position holder utilises their broad knowledge of the University's student services, academic and administrative policies and contacts in pastoral and cultural support to respond to or refer a student's enquiry.
- The position holder implements effective processes to enable the resolution of student support issues.
- The position brings more complex cases to the Coordinator IHEU for resolution.

## **Communication / Working Relationships**

- The position holder will be required to communicate with professionals from other universities, school partners and community partners and relevant external organisations to coordinate joint initiatives.
- The position holder communicates with University staff and students and is responsible for communicating University policies, procedure, initiatives and direction consistent with guidelines and relevant legislation to those delivering the services.
- The position holder communicates appropriately with ACU students, caregivers and members of the Aboriginal and Torres Strait Islander community and the general public.

## **Reporting Relationships**



For further information about structure of the University refer to the [organisation chart](#).

## Selection Criteria

Qualifications, skills, knowledge and experience	
1.	Identification as Aboriginal or Torres Strait Islander. Australian Catholic University considers that being of Aboriginal or Torres Strait Islander origin is a genuine occupational qualification for this role.
2.	Proven ability to communicate effectively and provide high quality and appropriate support for Aboriginal and Torres Strait Islander peoples.
3.	A relevant degree preferably in Education or Communication, with relevant experience or an equivalent combination of relevant experience and/or education/training.
4.	Proven high level computer skills, including use of Microsoft Office software, including Excel, Word and PowerPoint to analyse and present data, and prepare and present professional reports and briefings for diverse audiences.
5.	Proven well-developed interpersonal and relationship management skills with the ability to interact with University staff across all levels and with external stakeholders.
6.	Demonstrated administrative, organisational skills, problem solving and decision making abilities.
7.	Demonstrated capacity to establish rapport with students and build student confidence and facilitate student success.
8.	Proven ability to contribute positively and work effectively both independently and within a small team to meet deadlines, maintain confidentiality and establish work priorities.
Core Competencies	
9.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
10.	Communicate with Impact: Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University.
11.	Be Responsible and Accountable for Achieving Excellence: Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.
12.	Know ACU Work Processes and Systems: Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Other attributes	
13.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
14.	Evidence of ability to work with children, and contribute to and protect their safety and wellbeing. The successful applicant will be required to hold a valid working with children clearance for the State or Territory in which the position is located.



15.	<i>For Australian Capital Territory positions:</i> Evidence of ability to work with vulnerable people, and contribute to and protect their safety and wellbeing. The successful applicant will be required to be registered to work with vulnerable people in the Australian Capital Territory.
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