Federation University

Greater together

Position description

Position title	Aboriginal Student Success Officer
Institute/School/Centre/ Directorate/VCO	Aboriginal Education Centre
Campus	Mt Helen Campus. Travel between campuses may be required.
Classification	Within the HEW Level 6 range
Time fraction	Full-time
Employment mode	Continuing employment
Probation period	This appointment is offered subject to the successful completion of a probationary period.
Further information from	John Page, Senior Manager, Aboriginal Education Centre Telephone: (03) 5327 6254 Email: john.page2@federation.edu.au
Recruitment number	JR101548

In accordance with the University's Aboriginal and Torres Strait Islander Peoples Workforce Strategy; and under Special Measures Section 12, 28 and 88 of the Equal Opportunity Act 2010; the University has designated this position as an Identified Aboriginal and Torres Strait Islander Position.

Only Aboriginal and/or Torres Strait Islander people are eligible to apply.

Position summary

The Aboriginal Student Success Officer is a member of the Aboriginal Education Centre and is a role that fulfils the work requirements in supporting Aboriginal and Torres Strait Islander students and community in higher education, through supporting their academia and social wellbeing. The Aboriginal Student Success Officer will work directly with Aboriginal and Torres Strait Islander students and community by providing support and advice, fostering engagement within the University and Aboriginal communities. This includes, but is not limited to; student advocacy, organising and promoting events for significant Aboriginal and Torres Strait Islander events, providing initial advice to students and referring to other University services and/or external services where required.

The Aboriginal Student Success Officer will have extensive knowledge of the operations within other University student support services, Aboriginal Community Controlled Organisations (ACCO's) and other Aboriginal services.

In line with the University's Student Retention and Success Strategy and the Wurreker Funding Guidelines and Reporting Requirements this role works productively with students to foster success in their educational pathways.

A current driver's licence and travel between other locations through regional and metropolitan Victoria and throughout Australia, often at short notice is required.

Portfolio

Federation is an education provider who enables cultural security of Aboriginal and Torres Strait Islander staff and students. Aboriginal and Torres Strait Islander people will be empowered to succeed. Aboriginal and Torres Strait Islander knowledge and cultural practice will be firmly embedded in the University environment.

The Aboriginal Education Centre (AEC) has a strong and vibrant cultural presence at Federation University with five centres based across the following campuses - Mt Helen, SMB, Wimmera, Berwick and Gippsland and is the central location for all Aboriginal and Torres Strait Islander matters at Federation. The AEC supports Aboriginal and Torres Strait Islander students and can also refer students to services and support at Federation University and other community organisations.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in Federation University's 2040 Strategic Plan and share the University's values of:

INCLUSION, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

INNOVATION, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

EXCELLENCE, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

EMPOWERMENT, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

COLLABORATION, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

Key responsibilities

1. Provide an in-person 'first point of contact' support service that will advise and link Aboriginal and Torres Strait Islander students to the most appropriate internal and/or external support services to meet their needs.
2. Develop relationships, liaise and work collaboratively with the University's support services and external (government and non-government) agencies to develop strategies and processes which support the academic, physical, intellectual, social, spiritual, cultural needs, mental health and general wellbeing of Aboriginal and Torres Strait Islander students
3. Coordination of the Indigenous Tutorial Assistance Scheme (ITAS) and additional programs as funded by the Indigenous Student Success Program.
4. Maintain confidential student case notes, records and communication logs related to access and participation in support programs and services as well as monitor process.
5. Contribution to a smooth student enrolment process by providing information and advice to Aboriginal and Torres Strait Islander communities on enrolment procedures and by efficient administration, including but not limited to:
    - provide accurate information regarding course information;
    - accessing the Student Record system to preview student records and course information, and to download records for the purposes of mail outs and other system related functions;
    - drafting and producing correspondence as required, ensuring compliance with University presentation standards and protocols; and
    - ensuring appropriate records management and compliance through effective systems and compliance with relevant university policies.

6. Provide the local Aboriginal and Torres Strait Islander community with regular reports on Aboriginal and Torres Strait Islander programs and student services within higher education at Federation University.
7. Organise and promote campus based and/or community events designed to foster student engagement.
8. Regularly provide feedback on the ongoing needs of students and community aspirations (including development of Aboriginal and Torres Strait Islander courses and cultural needs).
9. Contribute to monitoring program expenditure and compile financial and activity reports.
10. Ensure the effective operation of the work unit by planning, determining work priorities and working as part of a team and actively participate in regular team reflective practice sessions including team meetings and professional development.
11. Work collaboratively with the immediate supervisor to identify efficiencies and continuous improvement opportunities and develop and implement and monitor the effectiveness of approved new and revised processes and programs.
12. Develop and maintain relationships with the wider Aboriginal and Torres Strait Islander Community, other Student Success Officers, Koorie Educators and the Local Aboriginal Education Consultative Group (LAECG) and to encourage greater participation of Aboriginal and Torres Strait Islander people in courses.
13. Ensure effective marketing activities undertaken internal and external to the University for which the position is directly accountable.
14. Provide cultural consultancy on Aboriginal and Torres Strait Islander student enrolment, progression and completion to all levels of university staff, ranging from academic and general/professional staff.
15. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
16. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
17. Undertaking the responsibilities of the position adhering to:
    - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
    - Equal Opportunity and anti-discrimination legislation and requirements;
    - the requirements for the inclusion of people with disabilities in work and study;
    - Occupational Health and Safety (OHS) legislation and requirements; and
    - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Aboriginal Student Success Officer will work under the general direction of the HE Team Leader, Aboriginal Student Success in collaboration with the HE and TAFE Aboriginal Student Success team. The Aboriginal Student Success Officer will be required to communicate with a wide variety of people and organisations, both internally and externally to fulfil the functions of this position.

The Aboriginal Student Success Officer will be required to work collaboratively on a day-to-day basis with all level of University staff across all campuses/locations and external key stakeholders. This position will have knowledge of the issues and challenges faced by Aboriginal and Torres Strait Islander students that impede learning and will implement strategies and processes that enables their retention and successful educational outcomes.

The Aboriginal Student Success Officer will be required to use their initiative, make sound decisions, solve problems and make judgement on the appropriate referral services and will utilise technical knowledge, experience and understanding of legislation, policies, procedures, theory and best practice within an education.

Position and organisational relationships

The Aboriginal Student Success Officer will report to the HE Team Leader, Aboriginal Student Success.

The Aboriginal Student Success Officer will liaise with external stakeholders within the Aboriginal and Torres Strait Islander community on the University's Aboriginal and Torres Strait Islander programs and student services.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
   - a degree with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or administrative field; or
   - an equivalent combination of relevant experience and/or education/training.
2. Must hold a valid *Employee* Working with Children (WWC) check.

Experience, knowledge and attributes

3. Ability to provide confirmation of Aboriginality and/or Torres Strait Islander Identity or a Statutory Declaration of Aboriginality and/or Torres Strait Islander identity and provide at least one reference from an Aboriginal and/or Torres Strait Islander person.
4. Demonstrated knowledge and an in depth understanding of Aboriginal and Torres Strait Islander communities and cultures, including knowledge of the needs and aspirations of the Aboriginal and Torres Strait Islander communities in relation to education in general and post-secondary education and training, and general wellbeing.
5. Demonstrated skills and experience in working with a diverse and broad range of Aboriginal and Torres Strait Islander students and their families in a case management role in an education setting.
6. Demonstrated interpersonal and communication skills with the ability to establish collaborative and effective relationships with a wide range of people at all levels, including the ability to investigate and collate information to develop succinct case notes, reports and documents.
7. Demonstrated experience in working in a student/community engagement and/or support role.
8. Demonstrated ability to manage programs by monitoring expenditure, preparing financial and activity reports and submissions.
9. Demonstrated ability to take initiative and work independently as well as cooperatively in a team to achieve goals.
10. Advanced computer literacy, word processing skills and a broad knowledge of a range of computer packages, including MS Office and the internet.
11. Demonstrated knowledge and understanding of the cultural strengths, issues and challenges facing Aboriginal and Torres Strait Islander students and the available support services to assist in educational engagement and retention, together with an understanding of associated legislative requirements including mandatory reporting, OH&S, anti-discrimination, privacy and duty of care.
12. Demonstrated working knowledge and application of the Child Safety Standards.
13. Demonstrated knowledge and application of appropriate behaviors when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.