



POSITION DESCRIPTION

JOB TITLE	Student Advocate
BUSINESS UNIT	Advocacy & Welfare
REPORTING TO	Manager, Student Experience
LOCATION	UNE Metro (Parramatta, Sydney)
CLASSIFICATION	HEIW 7.3 (PACCT)
DATE	October 2021

PURPOSE OF THE POSITION

The Student Advocate will provide student advocacy services to the students within the University of New England. Advocates will be responsible for providing assistance, and services, to undergraduate and postgraduate students on an individual basis, by representing their cause or interest in areas that impact the quality of their experience whilst studying at UNE.

The role is to ensure that students have fair representation, provide relevant information and act as a liaison or support person as required by the Student Services, Amenities, Representation and Advocacy Guidelines (2013) within the Higher Education Support Act 2003. THE

ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a CEO. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service for all communities of the University, from students and staff to the wider region.

UNE Life is a flexible, agile, and scalable organisation that encompasses business units ranging from sport & fitness, security, entertainment and hospitality, retail, student experience and capacity-building programs, and other key industries that provide service to UNE and the community.

KEY ACCOUNTABILITIES

1. Support students in a range of settings where their interests are affected including; preparing students for academic, disciplinary and administrative meetings and hearings.
2. Assist University of New England students with accommodation, legal, financial matters, & employment and refer where required.
3. Interpret and apply:



- a. University policies and procedures including residential, scholarship information and the full scope of academic policy;
 - b. Centrelink and other government policy, guidelines and legislation which relates to students, including international and full-fee paying students.
4. Maintain knowledge of the full range of support services available to students at the University, including federal, state and local support services and refer when required.
 5. Maintain accurate and confidential electronic records on cases, prepare report on the usage of services by students, identify trends and ensure adequate allocation of resources.
 6. Proactively promote Advocacy & Welfare services and information across a variety of mediums, including social media.
 7. Develop and maintain relationships with UNE Faculties and Directorates.
 8. Any other duties as directed.

LEADERSHIP ACCOUNTABILITIES

- Espouse UNE Life values
- Ensure UNE Life meets its legislative/compliance obligations
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.
- Contribute to the development of a culture of continuous improvement.

KEY RELATIONSHIPS

- External Stakeholders
 - Third-party support services
- Internal Stakeholders:
 - UNE Students
 - UNE Life Colleagues
 - UNE Colleagues

SELECTION CRITERIA

1. This role requires a skill level which assumes and requires knowledge or training equivalent to completion of a tertiary degree in social work/sciences, law, or similar.
2. Proven ability to interpret and apply complex rules, procedures and legislation in a large organisation.
3. Demonstrated excellent interpersonal, oral and written communication and organisational skills, including the ability to interact easily and constructively with students and colleagues.
4. Demonstrated conflict resolution, negotiation and assertiveness skills, with an ability to articulate and present information in a high-pressure environment



5. Demonstrated understanding of a wide range of issues affecting students including familiarity with culturally sensitive service provision.
6. Demonstrated time management, planning and analytical skills appropriate to the position, whilst maintaining confidentiality.
7. Strong computer literacy skills including the Microsoft Office suite (Word, Excel, Outlook) and CRM or casework systems.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

