

Position description

Greater together 

Position title:	Residential Wellbeing Student Support Officer
Institute/School/Centre/ Directorate/VCO:	Student Services and Registrar
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 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:	Drew Burns, Manager, Accessibility and Residential Wellbeing Telephone: (03) 5327 8092 Email: d.burns@federation.edu.au
Recruitment number:	JR101155

Position summary

The Residential Wellbeing Student Support Officer (RWSSO) is a key role in residence which will require the successful candidate to be active and engaged in Federation University's residential communities. They will act as a positive role model, collaborating with students to create an activated and harmonious student community. They will be responsible for promoting connectedness, wellbeing, and success. Using strong interpersonal skills, the RWSSO will contribute to building a socially responsible community and promote a sense of belonging among residential students.

The RWSSO will deliver programs to increase the agency of residential students and activate natural student leadership. Working in collaboration with other Chief Learning Experience Officer (CLXO) teams the RWSSO will provide a diverse and engaging range of student-initiated activities and cultural experiences.

As a component of the broader integrated multi-disciplinary student support provided at Federation University, the RWSSO will provide holistic wraparound student support. The RWSSO will be required to make effective referrals to both internal and external welfare and support services.

The RWSSO will be highly visible to students spending time working directly with residential groups, student groups and providing welfare and support to residential students. To achieve this the incumbent will work flexible hours throughout the academic year, including days, afternoons, and occasionally after hours and weekends to run and support events for residential students.

The RWSSO will assist with the coordination, training, and ongoing development of Residential Advisors on all campuses (Berwick, Ballarat and Gippsland) under the guidance of the Manager, Accessibility and Residential

Wellbeing. The RWSSO will provide advice and support but will not hold direct line management responsibility for Residential Advisors. The RWSSO will work closely with the RWSSO of the Ballarat and Churchill campuses to monitor the successful implementation and running of the RA program at these locations.

Portfolio

The Chief Learner Experience Office is responsible for the Student Experience from pre-admission through to graduation. With a focus on increasing student numbers through both attraction and retention. The portfolio looks after Marketing, Student Retention, Innovation and Engagement, Digital Channels and Strategy and Student Services such as Inclusion, Equity, Wellbeing, the Contact Centre, and Student Administration.

The Chief Learner Experience Officer leads the portfolio with current members of the Senior Leadership Team including:

- Director, Marketing and Growth
- Director, Retention, Innovation and Student Experience
- Director, Digital Channels and Strategy
- Director, Student Services and Registrar.

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 the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Under the direction of the Manager, Accessibility and Residential Wellbeing, provide support to residential students by creating a positive learning environment that enhance student mental health and wellbeing. Working collaboratively with the residential students promote individual responsibility and active communication to support self-directed learning.
2. Meet regularly with residential students both informally and through formal programs. Assisting students to advocate for their needs, perspectives, and the reality of their experiences.
3. Develop and implement wellbeing initiatives and support programs that enhance residential students' mental health, social integration, and academic success, under the guidance of the Manager, Accessibility and Residential Wellbeing.
4. Assist residential students to access appropriate support, by making effective referrals, to holistically meet their needs for support including mental health and wellbeing needs

5. Monitor residential student behaviour and respond to incidents in accordance with local guidelines and University regulations and policy.
6. Demonstrated ability to coordinate resources and provide support to a team of Residential Advisors in collaboration with RWSSOs on all campuses (Ballarat and Churchill). The RWSSO will work within established guidelines and in consultation with the Manager, Accessibility and Residential Wellbeing, to ensure effective use of resources and support for residential activities.
7. Collaborate with Wellbeing Managers and stakeholders to develop and implement strategies that enhance the student experience within Federation University and the wider community. This includes creating initiatives that foster a supportive, inclusive environment and delivering training programs that raise awareness of students needs whilst supporting additional tasks or projects as needed to align with the goals of the Chief Student Experience Portfolio.
8. Work flexible hours throughout the academic year, including days, afternoons, and occasionally after hours and weekends to run and support events for residential students.
9. In accordance with the University's Respect Now Always program support a respectful and inclusive environment to reduce instances of sexual harm, sexual and interpersonal violence, and where needed respond to any incidents using a survivor centred approach.
10. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
11. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
12. 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 Residential Wellbeing Student Support Officer (RWSSO) reports to the Manager, Accessibility and Residential Wellbeing. The RWSSO will work collaboratively with a team of Residential Advisors from all campuses, supporting their activities and fostering strong working relationships to promote student wellbeing.

The RWSSO will identify wellbeing concerns and student behavioural issues and provide support by applying established University policies and procedures. Where necessary, the RWSSO will refer students to the Manager or relevant services for additional assistance. Conflict resolution will be conducted collaboratively and in accordance with clear, established guidelines. Matters of student discipline will be referred to the Manager, Accessibility and Residential Wellbeing, or other relevant authorities as per University policies. The successful candidate will have experience working within established policies and procedures under general direction, with the ability to apply their knowledge in a structured support role.

Position and organisational relationships

The RWSSO reports to the Manager, Accessibility and Residential Wellbeing and works collaboratively across all campuses to support the wellbeing and academic success of residential students. The role requires managing relationships with internal and external stakeholders, balancing student needs with University priorities. With a strong understanding of Federation University's wellbeing, academic, and administrative processes, the RWSSO works independently to achieve positive outcomes for students living on residence.

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 without subsequent work experience; or
 - an advanced diploma qualification and at least 1 year's subsequent relevant work experience; or
 - a diploma qualification and at least 2 years subsequent relevant work experience; or
 - a Certificate IV and extensive relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).
3. Hold a current driver's license with ability to drive university vehicles.
4. The following qualifications would be well regarded:
 - HLTAID003 Provide first aid (workplace level 2)
 - Mental Health First Aid
 - Applied Suicide Intervention Skills Training

Experience, knowledge and attributes

1. Demonstrated student centred approach with professional experience in supporting international students to resolve complex issues and navigate University services, including a person centred, strengths-based approach to case management.
2. Demonstrated experience working collaboratively with young adults to provide personal support and community development programs, particularly in a university accommodation setting.
3. Demonstrated initiative, discretion, and judgement in dealing with diverse and complex support to young adults in a residential setting.
4. Demonstrated ability to identify concerns to wellbeing in young adults and make effective referrals to appropriate support services in a prompt, confidential, and empathetic manner.
5. Demonstrated interpersonal and communication skills to build rapport with students and work collaboratively in a multidisciplinary team whilst also demonstrating cultural competence with experience working in diverse cultural contexts and a commitment to continual personal and professional development in this area
6. Demonstrated experience in using a range of computer packages and software including Microsoft Office, StarRez or similar hospitality-based software and case management software.
7. The ability to work flexible hours throughout the academic year, including days, afternoons, and occasionally after hours and weekends to run and support events for residential students.
8. Demonstrated ability to assist in coordinating student engagement activities in collaboration with Residential Advisors and RWSSOs across multiple campuses. The RWSSO will support event planning and contribute recommendations while working within established budgets and guidelines.
9. Demonstrated working knowledge and application of the Child Safety Standards.
10. Demonstrated knowledge and application of appropriate behaviours 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.