POSITION DESCRIPTION

**Position:** Director of Student Support Services

**Department:** Pathways School

**Reporting to:** Dean, Pathways School

**Directly Supervising:** Student Welfare, Student Services, Counsellors, Chaplaincy

**Salary Range:** EFT Band Level 5, $88,000 to $102,000 base salary depending on experience, plus 10% Superannuation and Leave Loading 17.5%

**Contact:** Dr Barbara Cargill, Dean, Pathways School

**Date:** January 2014

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**POSITION SUMMARY**

The Director will ensure an integrated student services function for all Trinity Pathways School students and contribute to the School’s Executive team’s planning and decision-making by offering a strategic overview to the necessary student supports for each group of students in the various programs of the School. This role is responsible for all areas of student support services in the Pathways School, including student welfare, student services, counselling, mentoring and chaplaincy. The Director will also be an operational team member and work specifically in one of the areas as a specialist practice leader. The students’ welfare must be managed within the regulatory requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

**SELECTION CRITERIA**

**Essential:**
1. A tertiary qualification and significant experience in Student Support Services, preferably at the tertiary level. Close familiarity with international students’ wellbeing, cultural and career issues will be well regarded.
2. Demonstrated knowledge and understanding of common approaches, policies, programs and research relating to student support for a range of groups, both international and domestic.
3. Demonstrated experience in the development and delivery of a suite of integrated student support services.
4. A proven track record of senior leadership and sound critical judgment in an educational setting.
5. Current knowledge of the requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 together with a working understanding of DIAC and DEEWR requirements for managing international students.

6. High level interpersonal and communication skills (written and oral) within a culturally diverse education community or similar environment.

7. Strong organisational and time management skills with ability to prioritise competing demands and tasks in order to meet deadlines.

8. The ability to positively contribute and work within a senior team environment as part of an executive group in addition to working independently.

9. The ability to positively contribute as a team member to the services directly provided for students and parents.

10. Well-developed keyboard and computer skills in Microsoft Applications and the ability to learn new systems.

11. An interest in and desire to contribute to the educational vision, values and planning and strategies of the College.

12. An understanding of Equal Opportunity, and commitment to equity and cultural diversity.

13. An understanding of and commitment to compliance of Occupational Health and Safety requirements.

Further Information:

- Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa. If called for interview evidence of status will be required.
- Applicants will be required to bring originals or certified copies of academic and other qualifications if called for interview.
- The successful applicant must secure, or be in the process of securing, a Working with Children approval.

KEY RESPONSIBILITIES

Oversight of programmatic care and advice for Pathways School students including:

- Orientation for new students in each intake and to living in Melbourne
- Valedictory events designed to build strong alumni
- Wellbeing and life skills programs, helping students adjust to Independent living, prevention of rights regarding harassment, and strategies for safe sexual conduct and personal safety
- Matters regarding visa compliance and requirements, especially relating to attendance, suitable accommodation and monitoring students under-18 and who will remain so after completing their program
- Provision of social activities to enhance the Trinity student experience
- Ensuring a team-oriented approach within the support services groups to deliver end-to-end student services
- Managing the wider student support services team and their continuing professional development, team-building and integration of services
- Assessing and reporting to the Dean on matters constituting risk to the College
- Ill health or injury necessitating medical attention
• Problems caused by theft, misadventure, personal emergency, loss of documents or parental requests for assistance or intervention.

**Practice Leader**

• Active contribution to the provision of services and case management of Pathways School students, particularly the exceptional cases
• Participate in a quality student services program and provide one-on-one student support and/or counseling where appropriate
• Willingness to be available and contactable *after hours* for taking leadership roles in the management of student critical incidents
• Provision of training and co-ordination for the Help-Line service to ensure 24 hour back-up for students
• Provision of expert assistance with assessment of accommodation options for students under 18 years old
• Provision of information and advice to the Associate Dean (Academic Operations) and Manager, Academic Administration on students discussed at TCFS Academic Review Meetings, with appropriate follow-up
• Provision of advice to the Dean regarding students who have serious welfare problems that might require reporting to DIAC or significant discussion with their parents, or that may implicate the reputation and good standing of the College
• Manage the wider Pastoral care and chaplaincy services as a part of the Student Support Services group.

**Key Leadership Accountabilities**

• Manage accountabilities and deliverables within prescribed budget parameters of well-being, welfare and pastoral care programs
• Provide staff leadership and support to the Manager Student Welfare, the Pathways School Chaplain, the Counsellors and the Manager, Student Services, engendering teamwork and collaboration
• Promote a safe, efficient, and effective work/learning environment
• Represent the Student Support area on various committees and functions as required
• Function as an effective member of the Pathways Executive team
• Develop a culture of continuous improvement in programs and services by promoting pursuit of excellence in all School activity within the scope of responsibility
• Develop and maintain effective relationships, alliances and networks within the community and within Trinity College, especially with the Careers Office and the Advancement Office

**OCCUPATIONAL HEALTH AND SAFETY (OHS)**

All staff are responsible for safe work procedures and instructions.

**Employees** must:

• Cooperate with the College in relation to activities and training taken by the College to comply with OHS legislation as well as, Trinity College OHS Policy and Procedures.
• Comply with the OHS guidelines in the Staff Terms and Conditions.
• Adopt work practices that support OHS.
• Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.
• Seek guidance for all new or modified work procedures for work safe practices.
• Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor.
• Participate in meetings, training and other environment, health and safety activities.
• Not wilfully place at risk the health or safety of any person in the work place.
• Not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare.

**Supervisors** are responsible for:
• Developing and recommending new safe work procedures and practice, as required, in conjunction with relevant persons and in compliance with legislative requirement and Trinity College OHS Policy.
• Providing all staff with relevant OHS information in an appropriate, timely manner.
• Providing personal protective equipment and clothing if hazards or risk cannot be fully eliminated.
• Providing adequate supervision through technical guidance and support.
• Identifying and controlling hazardous conditions and where possible reduce risks or eliminate.
• Providing appropriate facilities for safe storage, handling and transport of hazardous substances.
• Ensuring that all accidents and incidents are reported.

**Managers and Directors/Deans** are responsible for:
• Implementing and maintaining procedures in compliance with legislation and Trinity College OHS Policy by regular monitoring of staff compliance through performance review.
• Conducting regular inspections to identify risk/aspects, implementing corrective action and arranging monitoring where required.
• Ensuring that all staff, including contractors under local control, are appropriately inducted.
• Providing relevant OHS information and ensuring appropriate training.
• Ensuring all risk issues that have been identified are monitored and recorded.
• Ensuring consultative structures and staff participation by conducting regular section meetings to discuss OHS issues.
TRINITY COLLEGE

Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 1,000 talented students from across Australia and around the world. These programs include:

- The residential College for undergraduate and postgraduate students of the University of Melbourne, both resident and non-resident.
- Trinity College Foundation Studies (TCFS), a one-year course which prepares able overseas students for undergraduate entry to the University of Melbourne and other leading Australian universities.
- Trinity College Theological School (TCTS), which offers degree and other courses for training and forming Anglican clergy and others, on campus, online, and in parishes.
- Young Leaders Summer Schools for Australian and overseas secondary school students.
- Various short courses.

Trinity promotes academic excellence across a balanced, all-round education that includes both ‘breadth’ and ‘depth’ of content, together with the development of ethical values, personal integrity, leadership and social responsibility. A Trinity education is further characterised by a high level of international engagement and a strong commitment to equity and diversity.

These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir – Communications, Human Resources, and Finance and Administration – including finance, accounts, property and operations, and conferences and hospitality. The Advancement Office and Trinity College Foundation undertake friend-raising and fund-raising activities that benefit the College as a whole. The College employs around 180 FTE staff and 100 casual staff.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.

Trinity College: Excellence, Community, Diversity