POSITION DESCRIPTION

Position: Student Support Services Officer – Full time (Maternity Leave position 12 months)
Department: Foundation Studies
Reporting to: Senior Student Welfare Officer & Associate Dean (Marketing and Admissions)
Directly Supervising: Nil
Salary Range: Band Level 1, $42,000 to $46,000 plus 10% Superannuation and Leave Loading 17.5%
Contact: Ms Kim Hubery, Human Resources Advisor
Phone: 9348 7136
Date: July 2012

POSITION SUMMARY

The Student Support Services Officer has a dual function. Firstly the position will perform administrative duties three days per week in the Student Welfare Office supporting students and other members in the team in relation to student welfare, under 18 students’ queries, accommodation, attendance and mentoring program.

The other component of the role is to provide assistance in a job share arrangement to the Housing and Accommodation Office two days per week, to ensure appropriate administrative support and assist students, parents and education agents in regards to accommodation issues.

SELECTION CRITERIA

1. Demonstrated work experience in a similar role preferably in an Australian education environment.
2. Understanding and knowledge of welfare support needs of international students studying in Australia.
3. Demonstrated accurate and efficient administrative and organisational skills with attention to detail undertaking all aspects of office administration i.e. data entry, filing, archiving, etc.
4. Highly developed interpersonal and communication skills (written and oral) at all levels within a culturally diverse education community or similar setting.
5. Strong organisational skills with demonstrated capacity to manage workload in a busy office environment with competing agendas.
6. Demonstrated experience maintaining confidential records and ability to be sensitive and show empathy when dealing with confidential and sensitive matters.
7. Ability to positively contribute and work within a team and independently.
8. Well-developed computer skills in Microsoft Applications and the ability to learn new systems.

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
- The successful applicant must secure, or be in the process of securing, a Working with Children approval.

KEY RESPONSIBILITIES

1. Attend to and assist with enquiries from students, parents, minders, teachers and others who visit, phone or email the Student Welfare Office.
2. Respond to individual student welfare matters such as personal emergencies, misadventure, family requests for assistance or intervention, and ill health or injury requiring medical attention.
3. Follow up with students, parents, minders, accommodation providers and others to establish students' whereabouts and the reasons for prolonged absences.
4. Assist in organising and promoting student welfare programs and sessions, and in the provision of relevant preventative and educative information in the area of student health, welfare and wellbeing.
5. Respond to Leave of Absence and Special Consideration enquiries.

Under 18 Students

1. Respond to change of address enquiries, provide advice, follow up and referrals as per Trinity College policy.
2. Data entry of students’ accommodation, care details and changes of address.
3. Assist with distributing, collating, assessing and following up Term Break and Holiday Activity Plan Forms.

Student Class Attendance

1. Participate in identifying students who show regular pattern of absences or lateness, and in consultation with and as directed by the Senior Student Welfare Officer make contact with these students, facilitate relevant referrals, record contact notes on the system, and advise the Director of Student Welfare and relevant staff as appropriate.
2. Advise the Senior Student Welfare Officer of students who are at risk and those who need to be sent out Attendance Notices as per attendance policy.
3. Access and provide timely information to the Senior Student Welfare Officer who will contact students and parents, and make appointments for them as required.
4. Assist with maintaining, entering and monitoring student class attendance data including class rolls and other supporting documents relating to student absences and late arrival to class.
5. Assist with printing and mailing Attendance Notice letters to students, parents, mentors and others as instructed and keep records of this in the system.
6. Assist and follow up with teaching staff who have not entered class rolls or have made entry errors in data.
7. Participate in monitoring attendance at examinations and following up absentees including on some weekends, as rostered.

**Mentoring Program**

1. Respond to mentors enquiries, provide advice and follow up, and refer to other support staff as appropriate.
2. Assist with updating mentor-mentee data, distributing materials to mentors and sending out mentors’ reports to parents.

**General**

1. Assist in maintaining and updating Student Welfare sections on Trinity College website, the portal and on G drive.
2. Together with other Welfare Office staff maintain efficient and orderly filing system.
3. Other relevant duties relating to the role and level as required.

**Accommodation role**

1. Handling initial enquiries regarding student accommodation from education agents, students, students’ families, visitors to the Accommodation office and providing timely response.
2. Processing accommodation requests by entering information on the database, making requests to accommodation providers, monitoring progress until accommodation is secured and arranging homestay placements via referral to agencies.
3. Processing airport pickup requests.
4. Assist with problem solving regarding airport pickups and accommodation issues.
5. Assist with inspection and assessment of various accommodation options.
6. Assist with maintaining administrative procedures and systems, including raising invoices for pickup services and updating website information as required (when trained).
7. Liaise with other departments such as Registration, Admissions, Student Welfare, IT, Student Counsellor and external stake holders such as accommodation providers as required.
EXPERTISE, JUDGEMENT AND ACCOUNTABILITY

Expertise

The position requires the knowledge and skills to understand and apply technology, work practices and workflow in the work area. Knowing what to do and how to do it with limited instruction and guidance is expected for most tasks or transactions undertaken at this level. Positions at this level generally require advanced keyboard skills.

Position may include gathering information, assessing content, processing applications, work scheduling and resource estimation. Position requires the ability to obtain cooperation or assistance in the administration of well-defined activities. The purpose is usually to identify needs and convey factual information.

Judgement

Tasks in these positions are governed by established procedures, specific guidelines and standard instructions. Most work situations are recurring and procedures are established. However, established procedures or rules occasionally do not cover the situation faced.

Accountability

These positions provide services that are critical to the organization's attainment of core business objectives. Typically, it includes operational, technical, clerical and administrative tasks and duties.

Positions work to specific instructions or standard work procedures. Positions at this level are expected to maintain a system of accurate records and produce routine statistical information from that data.

Positions undertake a defined service with a clear direction and specification, requiring little discretion or participation beyond the completion of tasks or activities. The position adds value to the service through interpreting the information about the College or their particular work-specific area and aiding others.

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.

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*