

COMMUNITY DEVELOPMENT & STUDENT ADVOCACY OFFICER

Reporting to:	Operations Manager
Location:	TUSA Hobart Campuses, with occasional inter-campus and interstate travel
Employment Type:	Permanent Part time (0.8 FTE)
Date:	TBC

Contents

1.0 Organisation Description	2
2.0 Position Summary	2
3.0 Key Performance Areas.....	3
4.0 What the Job Requires (Success Profile).....	5
5.0 Role Dimensions.....	7
6.0 Relationships	8

1.0 Organisation Description

The Tasmanian University Student Association (TUSA), founded in 1899, is one of the oldest Student Associations in Australia, and is recognised as the peak student body representing all students attending the University of Tasmania.

The overall responsibility for TUSA is overseen by our Board of Management (BoM), which consists of elected student representatives, external/lay members (appointed by BoM) and university representatives (appointed by UTAS), and is the employer of staff who work with us to be an organisation 'run by students, for students'.

TUSA is focussed on mobilising and enabling UTAS students to have their voices heard, and to be part of a community beyond the confines of the classroom. TUSA aspires to facilitate this through student representation, the provision of clubs and societies, initiatives and independent student advocacy. We are an organisation focussed on realising the potential of our student base and providing opportunities for the cultivation of unique and exciting ideas that create meaningful and sustainable impacts for UTAS students.

2.0 Position Summary

TUSA is creating a vibrant and contemporary representative organisation that enables all UTAS students to have a voice and shape their university experience. As a member of the TUSA team, you are considered a change agent for this work and as such will champion and lead opportunities for continuous improvement and positive change.

TUSA's Student Advocacy and Support Function plays a critical role in the provision of information, advice and advocacy support for students across all campuses of the University of Tasmania. The Community Development & Student Advocacy Officer will also have a key focus on community development and building strong partnerships with internal UTAS groups and external organisations to support students.

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

The Student Advocacy & Support Team have a direct reporting relationship to the Operations Manager and are expected to work closely with other Student Advocacy & Support Officers as well as members of State Council.

3.0 Key Performance Areas

3.1 Community Development

- Coordinate the design and delivery of community experiences and initiatives that contribute to student inclusiveness, engagement and connectivity. Initiatives include, but not limited to, the Food Insecurity Program, Orientation and Welcome events, TUSA Signature Events and Mental Health Week.
- Establish and maintain strong and lasting partnerships with relevant community organisations and the University community to develop and deliver activities, events and programs that support students.
- Ensure activities delivered adhere to TUSA compliance, budgetary and governance requirements, and those of stakeholders and partners.
- In conjunction with student representatives, identify and develop short and long term strategies for the investigation of issues and current trends for students, and formulate preventative initiatives and wellbeing programs to improve student rights and services.
- Create content for the TUSA website that promotes community development initiatives and provides students with advocacy resources.
- Provide induction training and ongoing support to TUSA Office Bearer's on issues in relation to student issues, UTAS procedures, UTAS committee representation and other related matters.

3.2 Advocacy Casework

- Provide free, independent and confidential advice and support to students on all matters concerning academic and administrative rights.

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

- Represent or advocate for students in meetings or discussions with UTAS staff and committees, and guide students through university processes including appeals, complaints or misconduct findings.
- Assist students with equity and welfare issues that may be affecting their ability to study, and liaise with and refer students to appropriate UTAS departments/staff, and/or refer students to appropriate community organisations as required.
- Network with key stakeholders and students to promote TUSA services.
- Prepare reports and submissions relating to the Student Advocacy and Support Service.
- Develop and maintain systems and processes to ensure adequate records of casework are kept. This includes both physical and electronic information management systems.

3.3 Policy Support and Research

- Monitor developments in the Australian Higher Education sector and provide information and advice on the impacts (or likely impacts) of university, industry and government policy on students, student advocacy and community development.
- Interpret and contribute to UTAS Policy in relation to UTAS student complaints and other UTAS processes.
- Liaise with UTAS staff to ensure that UTAS policy instruments are consistent with the interests of students.
- Monitor statutes, regulations, rules, procedures and current state of debate within UTAS on matters relating to students, including those within College, Faculty, School and Departments.

3.4 All Staff

- Work with all members of the TUSA team in the development and delivery of the strategic plan for TUSA that sets the future direction for the organisation, meeting current and future needs of students and the wider University.

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

- As part of the TUSA team, incumbents may be required to plan and/or assist with varied programs that promote and enhance student life, and be available to help their colleagues and student representatives where necessary.
- Practice and demonstrate safe work practices to ensure the wellbeing of staff, students and other stakeholders.
- Undertake other duties commensurate with the level of the post as required and which the CEO and Operations Manager shall from time to time determine.

4.0 What the Job Requires (Success Profile)

4.1 Attributes & Behaviours

- **STUDENT LED** – understands and empathises with the needs and aspirations of students; maintains constant focus on improving student experience and makes decisions informed by student insight and based on creation of value for the students.
- **CONNECTED** - demonstrates drive to develop open, honest and mutually beneficial relationships with all stakeholders in order to positively impact the organisation; Able to build wide and effective networks of contacts inside and outside of TUSA.
- **BOLD** - Seeks opportunities to transform the business and supports others through the change process; promotes the cultivation of unique and exciting ideas which enable students to achieve their desired results; open to new ideas and willing to think 'outside the box' to allow TUSA to continue evolving to keep up with the changing pace of society.
- **EFFECTIVE** - seeks to use their attributes to their utmost to enable TUSA to deliver on strategic goals while empowering students to learn and grow; sets clear direction and standards and delivers performance by empowering & developing others and recruiting talent.

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

- KIND - builds capacity by listening and building an understanding of others and then investing in their development; able to adapt own interpersonal style and show sensitivity to different cultures or backgrounds.

4.2 Experience & Qualifications

Essential:

- Relevant tertiary degree or substantial relevant experience and/or education/training.
- Relevant experience in community development and event management, including, but not limited to – stakeholder engagement, planning, communication, managing providers and risk management.
- Demonstrated ability to establish rapport and build and maintain internal and external collaborative relationships, with excellent communication, cross-cultural, interpersonal, negotiation and presentation skills.
- Demonstrated advocacy skills, including problem-solving, negotiation and dispute resolution skills.
- Strong research skills, including the ability to access and interpret necessary information from primary resources/literature/legislation.
- Proven organisational and project management skills including the ability to use initiative, prioritise, solve problems and meet deadlines & budgets while working independently within a diverse team.
- Demonstrated ability to carry out duties under broad or general direction with integrity, and be reliable, punctual, service focused and well presented
- Experience supervising, supporting and resourcing volunteers.

Desirable:

- Experience working with student organisations, community groups or board directed environments.
- A sound knowledge of the following areas:
 - Structure, statutes and regulations of UTAS;

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

- Issues relating to students, Higher Education and governmental education priorities;
- Relevant State and Commonwealth legislation covering areas including, but not limited to:
 - Equal opportunity
 - Discrimination
 - Sexual harassment
 - Freedom of information
 - Privacy
 - International students
 - Higher education

All Staff:

- Work with all members of the TUSA team in the delivery of the strategic plan the wider University.
- As part of the TUSA team, incumbents may be required to plan and/or assist with varied programs that promote and enhance student life and be available to help their colleagues and student representatives where necessary.
- Practice and demonstrate safe work practices to ensure the wellbeing of staff, students and other stakeholders.
- Undertake other duties commensurate with the level of the post as required and which the CEO and Operations Manager shall from time to time determine.

5.0 Role Dimensions

This Position Manages: NA

Expenditure Authority: TBD

Expense Budget: NA

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

Revenue Budget: NA

Assets Under Control: NA

6.0 Relationships

Key Relationships Internal: State Council
TUSA CEO
TUSA Operations Manager
TUSA Staff

Key Relationships External: UTAS Student Experience & other Divisional Teams
including SAFCU and Sustainability Teams
UTAS College, Faculty & Schools staff
University of Tasmania Students