



## POSITION DESCRIPTION

TITLE:	EDUCATION AND WELFARE OFFICER
REPORTS TO:	Manager / Senior Education and Welfare Officer
DIRECT REPORTS:	Nil
CLASSIFICATION:	HEW Level 6
POSITION STATUS	Full time (1FTE) – 12 month fixed term
LOCATION:	University of Adelaide – North Terrace Campus

### ABOUT STUDENT CARE

Student Care is an incorporated organisation providing student advocacy and welfare services on behalf of the YouX for the students of the University of Adelaide.

These services include:

- Advocacy, advice and support in complaints, grievances and student issues both within the University and involving external agencies
- Academic, personal and financial information, provision of support and referral as appropriate
- Loans and small grants
- Subsidised accommodation
- Tax help and legal assistance
- Budget Support

The Education and Welfare Officers (EWOs) at Student Care are professionally qualified and are experienced to provide broad-range student support services.

### PURPOSE OF POSITION

The EWOs are a small team and under limited supervision are available to provide direct comprehensive advice, advocacy and welfare support to all students of the University of Adelaide. The EWO has responsibility for administration of various support schemes and liaises with personnel of the University student services and administration, along with academic and professional staff from Schools and Faculties

### SCOPE

EWOs provide services to undergraduate and post-graduate students at all University of Adelaide campuses.

Significant relationships:

- Student Life - Counselling Support, Disability Support, International Student Support
- Accommodation Services
- Faculty and school academic and professional staff
- Adelaide Graduate Research School
- Faculty specific Student Success Teams

- Service Partners, Division of Academic and Student Engagement (DASE)
- Student Administration
- Student Finance
- Wirtu Yarlū
- Ask Adelaide and Hub Central
- Student Affairs
- Integrity Unit staff
- Various government agencies (Centrelink, Housing SA)
- Various not for profit and /or community agencies (Foodbank, Uniting Communities, Salvation Army)

## KEY RESULT AREAS AND RESPONSIBILITIES

Key result area:	Major activities:
Information and Referral	<ul style="list-style-type: none"> <li>• Provide up-to-date information and advice on financial, accommodation, legal, health, academic and personal matters.</li> <li>• Provide an accessible and responsive in person, telephone and /or online service.</li> <li>• Maintain up-to-date knowledge and resources to ensure quality and contemporaneous advice is given to students.</li> <li>• Liaise with on and off-campus service providers.</li> <li>• Identify needs and participate in training to enhance individual and team skills.</li> <li>• Assist in the promotion of Student Care.</li> </ul>
Advocacy and Support	<ul style="list-style-type: none"> <li>• Provide expert advocacy support and advice for University of Adelaide students especially in the areas of University policy and procedures (often related to matters of Academic Integrity, Academic Progress, Student Conduct and Behaviour)</li> <li>• Provide support to students with any matters: academic, personal or financial, which are preventing successful engagement in study.</li> <li>• Analyse and investigate cases under relevant University policy and procedures, and/or external guidelines, statutes or legislation.</li> <li>• Identify and provide feedback on areas where a change in University policy would assist in achieving fairness for students</li> <li>• Negotiate agreed course of action with student and an appropriate approach to other parties.</li> <li>• Support students, verbally or in writing, as required and appropriate, in any informal, preliminary or initial proceedings or discussion.</li> <li>• Support students in having agency to present their cases in prescribed form for formal meetings/hearings before University committees, boards or tribunals and where appropriate with external agencies</li> <li>• Provide support to a student at any such hearing if appropriate.</li> <li>• Liaise and cooperate with any other service provider where case sharing is permitted by the student.</li> </ul>
Loans and Grants	<ul style="list-style-type: none"> <li>• Responsibility for various aspects of YouX and University trusts, schemes, funds and scholarships.</li> <li>• Promote applications by students who are intended beneficiaries under the policies, rules and guidelines of the various grant schemes.</li> <li>• Interview applicants, recommend for assistance appropriate to the applicants' needs and rules and guidelines of the various grant schemes.</li> <li>• Cooperate and consult with University staff for the effective, efficient</li> </ul>

	<p>and consistent use of funds and resources.</p> <ul style="list-style-type: none"> <li>Attend meetings, provide professional advice and reports as required to relevant committees, boards or other authorities.</li> </ul>
Research and Review	<ul style="list-style-type: none"> <li>Research, develop and implement student welfare and service matters.</li> <li>Respond to areas of need (special needs groups) or opportunity as they arise.</li> <li>Conduct research as directed</li> <li>Prepare and present reports, submissions and plans as appropriate.</li> <li>Liaise and cooperate with partners in scheme delivery if applicable</li> </ul>
Committee Participation	<ul style="list-style-type: none"> <li>Participate in a range of University, YouX and off-campus service agency committees/working parties.</li> <li>Provide professional input and reports to the committee decisions or requirements where appropriate.</li> </ul>
Organisational Development and Teamwork	<ul style="list-style-type: none"> <li>Identify training and professional development opportunities.</li> <li>Assist with preparation of monthly activity reports</li> <li>Assist with identification of risks involved in the organisation's business and operations.</li> <li>Identify opportunities to communicate outcomes and achievements of Student Care to YouX, University of Adelaide and other relevant stakeholders.</li> <li>Contribute to effective and cooperative relationships with University stakeholders that contribute to the Student Care program of service delivery and advance the interests of students.</li> <li>Ensure information systems continue to meet the needs of Student Care</li> </ul>
Participate in a positive culture	<ul style="list-style-type: none"> <li>Attend regular all staff meetings as scheduled.</li> <li>Meet regularly with the Manager, Student Care and the Student Care team.</li> <li>Voice views and concerns in a constructive manner.</li> <li>Participate in quality improvement and training and development activities.</li> </ul>
WHS	<p>Ensure that the work environment and work practices adopted lead to good health and safety performance. This involves compliance with all relevant WHS Legislation, Codes of Practice Standards, Policies, Operating Procedures and work instructions and being actively involved in YouX WHS systems and procedures.</p> <p>In particular all staff must:-</p> <ul style="list-style-type: none"> <li>Notify hazards incidents, accidents and injuries</li> <li>Use plant and equipment in a safe manner</li> <li>Actively participate in appropriate WHS training</li> <li>Do nothing which puts themselves or others at risk of injury, or condone this behaviour in others.</li> </ul>

## SELECTION CRITERIA

Essential Criteria:	Desirable Criteria:
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Tertiary qualifications in social work, psychology or similar will be required unless equivalent relevant experience can be demonstrated.</li> </ul> <p><b>Skills, experience, and knowledge</b></p> <ul style="list-style-type: none"> <li>Basic knowledge and application of counselling skills and capacity to establish working rapport with students</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Mediation and/or advocacy qualifications will be considered favourably</li> </ul> <p><b>Skills, experience, and knowledge</b></p> <ul style="list-style-type: none"> <li>Bilingual skills will be considered favourably</li> <li>Ability to work with students and young people.</li> <li>Knowledge and/or understanding of youth culture.</li> <li>Ability to work with people from diverse cultural backgrounds</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrated experience of advocacy and mediation processes</li> <li>• Knowledge of relevant government assistance programs and agencies and applied legislation</li> <li>• Experience working in a community agency</li> <li>• Ability to work in a busy, deadline-driven environment with competing priorities</li> <li>• Professional approach to confidentiality</li> <li>• High level written, verbal and analytical skills</li> <li>• High level mediation and negotiation skills</li> <li>• High level advocacy skills</li> <li>• Sensitivity to cultural and demographic issues</li> <li>• Development and use of networks and liaison skills</li> <li>• Able to work with limited supervision in a small team</li> <li>• Keeping appropriate records accessible to the team and reporting as required</li> <li>• Contribution to planning and policy development as required</li> <li>• Commitment to student welfare as a support to academic viability</li> <li>• Basic computer literacy, including familiarity with MS Word, Outlook, Zoom and Microsoft Teams</li> <li>• High level of professional record keeping</li> </ul>	<p>Appropriate access and use of Student Care and University record keeping systems as required eg Prometheus &amp; Peoplesoft</p>
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## SPECIAL CONDITIONS

- Must hold a current and valid Working With Children DCSI Clearance
- The appointment will be subject to 6 months probation. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with direct manager, using the performance development process.
- Take personal responsibility for understanding and complying with the AUU's policies and procedures including WHS and equal employment opportunity.
- Possession of a current Class C Drivers Licence, willingness to drive and successful completion of required driver training.
- Out of hours work may be required. Time off in Lieu will be negotiated.
- Travel between campuses (Roseworthy & Waite) may be required.
- Strictest standards of professional confidentiality must be maintained at all times.