



POSITION DESCRIPTION

Position:	Student Wellbeing & Administration Officer (Full time)
Department:	Foundation Studies
Reporting to:	Manager, Student Wellbeing
Directly Supervising:	Nil
Salary Range:	Band Level 2, FTE \$67,913 to \$71,532 plus 17.5% leave loading plus 10% superannuation
Contact:	Manager, Student Wellbeing
Date:	May 2021

POSITION SUMMARY

Enhancing and promoting student wellbeing and performance is a priority for the Student Services division within the Pathways School. The role of the Student Wellbeing and Administration Officer is to offer wellbeing interventions, provide assistance and guidance to students with support from the Student Wellbeing Manager. The role is also responsible for monitoring student attendance including exams (may be required to work on weekends and as rostered), curfews and communicating with multiple accommodation providers. The Student Wellbeing and Administration Officer will also assist with the implementation of a school wide mentoring program and perform administrative duties within the Student Wellbeing team. Although providing assistance to all Foundation Studies students is the focus of the role, the monitoring of all under 18-year-old students is a priority for the Student Wellbeing team.

The student wellbeing work is scaffolded within 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 2018. In accordance with Child Safe Standards, the Student Wellbeing team actively promotes the safety, health and wellbeing of all students and is committed to protecting students, especially under 18, from abuse or harm.

SELECTION CRITERIA

1. Strong knowledge, skills and demonstrated work experience in providing wellbeing support to international students preferably in an Australian education environment.
2. Mental Health First Aid Certification or a relevant qualification at a Certificate or a Diploma level in wellbeing studies, youth work, community/social services etc. and/or willingness to undertake relevant training.
3. Sound judgement and demonstrated ability to assess student issues or concerns.
4. Demonstrated administrative skills with attention to detail.



5. The ability to use and/or learn multiple IT systems to gather and track important data about students.
6. High interpersonal communication skills (written or oral) at all levels within a culturally diverse education community or similar environment.
7. Strong organisational skills with demonstrated capacity to manage own workload in a busy office environment with competing demands.
8. Demonstrated experience maintaining confidential records and employing professionalism when dealing with confidential and sensitive matters.
9. Ability to positively contribute to and work within a team environment.
10. An understanding of and commitment to compliance of Occupational Health and Safety requirements.

Desirable

1. Possession of current Level 2 First Aid Certificate, or willingness to undertake First Aid training.
2. Skills in Mandarin conversation and language translation.

Further Information:

1. Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa Evidence of status will be required.
2. The successful applicant must secure, or be in the process of securing, an approved Working with Children Check

KEY RESPONSIBILITIES

1. First point of contact and first responder for students, parents, teachers and others who visit, phone or email Student Wellbeing.
2. Communicate with students, parents/legal guardian/carer giver and accommodation providers in relation to U18 Curfew Safety processes and respond to related issues or enquiries. Assist in educating students on applicable policies and procedures in relation to student wellbeing.
3. Respond to individual student issues such as personal emergencies, misadventure, family requests for assistance or intervention, and ill health or injury requiring medical attention.
4. Assess the issues and concerns students present with and provide ongoing wellbeing support and strategies tailored to students needs. Refer to other student support services as needed.
5. Assist in the management, monitoring and documentation of class and exams attendance requirements.
6. Communication and follow up with students, parents, accommodation providers and others to establish students' whereabouts and the reasons for prolonged absences.
7. Assist in organising and promoting student wellbeing programs and activities across Trinity Campuses.
8. Support the Trinity College mentoring program as lead by the Student Wellbeing Team.
9. Assist in the documentation and review of student related processes such as student leave of absence, holiday forms and Special Consideration processes in collaboration with Academic Administration team.
10. Monitor and support students presenting as unwell at school and provide first aid and assistance to students who are unwell, including accompanying them to a medical facility if required.
11. Other duties consistent with the position description where required and/or requested by the the Student Wellbeing Manager.



Additional responsibilities for under 18 Students include:

1. Respond to change of address enquiries, provide advice, follow up and action referrals as per Trinity College policies.
2. Record student information and communicate relevant details across other divisions as appropriate.
3. Assist with reviewing and communicating processes and procedures related to the monitoring of U18 students to all relevant parties.
4. Work with accommodation approved providers to monitor U18 curfew attendance and follow up with students where required.
5. Assist in monitoring U18 students transitioning to another provider, particularly at the end of the Foundation Studies program.

CHILD SAFETY

Trinity College is committed to providing a safe, secure, disciplined and quality learning and residential environment in which all students can develop their individual talents, interests and abilities through a curriculum that fosters the intellectual, physical, social and moral development of the student. The College is committed to the safety of all children including those from culturally and/or linguistically diverse backgrounds.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

All staff are responsible for safe work procedures and instructions.

All Employees must:

- Comply with the Trinity College OHS Policy.
- Cooperate with your employer about any action they take to comply with the OHS Act or Regulations.
- Comply with safe work practices, with the intent of avoiding injury to yourself, others and damage to plant and equipment.
- Comply with any direction given by management for the intent of health and safety.
- Report all accidents and incidents that occur in the workplace immediately.
- Report all known or observed hazards to ensure corrective actions are implemented to avoid reoccurrence.
- Adopt work practices that support OHS in the workplace.
- Seek guidance for all new or modified work procedures implemented within the workplace.
- Participate in meetings, training and other environment, health and safety activities as required.

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 around 2000 talented students from across Australia and around the world. These programs include:

- The residential College for undergraduate students of the University of Melbourne, both resident and non-resident.



TRINITY COLLEGE

THE UNIVERSITY OF MELBOURNE

- The Pathways School, including Trinity College Foundation Studies (TCFS), a unique course which prepares high achieving international students for undergraduate entry to the University of Melbourne and other leading Australian universities; a BA (Extended) pathway for indigenous students in partnership with the University of Melbourne; and Short Programs for domestic and overseas secondary school students, including Young Leaders Programs.
- Trinity College Theological School (TCTS), which, through the [University of Divinity](#), offers high-quality, accredited degrees and diplomas, and also serves the wider community by offering professional development workshops, seminars and lectures in our [Continuing Education](#) program.

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 – Marketing, Communications and Events, Human Resources, Property and Facilities Services, and Finance and Administration. 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, Society