



## POSITION DESCRIPTION

<b>Position:</b>	Wellbeing Support Officer
<b>Employment type:</b>	Full-time, ongoing
<b>Department:</b>	FS - Wellbeing
<b>Reporting to:</b>	Manager of Student Wellbeing
<b>Salary Range:</b>	Band 2.3 FTE \$80,183 plus 12% superannuation and 17.5% leave loading
<b>Contact:</b>	Say Chin Lim, Manager of Student Wellbeing
<b>Date:</b>	July 2025

## POSITION SUMMARY

The overall purpose of the Wellbeing Support Officer is to provide early intervention, case management, and holistic support to international students navigating complex academic, personal, and transitional challenges. The role ensures equitable access to education, promotes student safety and belonging, and supports a successful transition to university life.

Reporting to the Manager of Student Wellbeing, the position requires a compassionate, culturally aware individual with strong communication skills, professional judgement, and the ability to work collaboratively with students, staff, and external providers. The role also includes administrative responsibilities and compliance with the ESOS Act 2000, the National Code 2018, and Child Safe Standards.

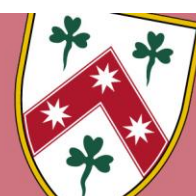
## SELECTION CRITERIA

### Essential:

1. Diploma-level qualification in Community Services, Youth Work, or a related discipline.
2. Experience providing wellbeing support to young people from a range of culturally diverse backgrounds.
3. Proven ability to assess student needs, conduct risk and safety assessments, and implement wellbeing plans or referrals.
4. High-level communication skills, with the ability to engage respectfully and across diverse cultural backgrounds and handle sensitive situations.
5. Strong organisational skills, including the ability to manage confidential records and prioritise in a high-demand environment.
6. Proficiency in using case management and student data systems, with the ability to learn new platforms quickly.
7. Demonstrated ability to work collaboratively in a multidisciplinary team and liaise with external services.

### Desirable:

1. Current certifications in Mental Health First Aid (MHFA)/Youth Mental First Aid (YMHFA) or willingness to undertake.
2. Possession of a current Level 2 First Aid Certificate, or willingness to undertake First Aid training.
3. Wellbeing support experience with young international students in an Australian education setting.





**Further Information:**

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

**KEY RESPONSIBILITIES**

- Provide one-on-one wellbeing support and manage individual student cases, including assessment, planning, and referral.
- Identify students at risk and respond with timely, appropriate support strategies.
- Conduct risk and safety assessments, support crisis responses, and ensure coordinated follow-up care.
- Liaise with external providers to support access to culturally sensitive healthcare and OSHC-related services.
- Assist individuals to advocate for inclusive academic adjustments and follow up to ensure student needs are met.
- Support students during formal processes, including academic integrity, complaints, and manage conflict resolution.
- Assist with the delivery of proactive wellbeing programs to support transition to university life and student engagement.
- Collaborate with accommodation providers and internal teams to address student wellbeing concerns.
- Maintain accurate, confidential case notes and reports in line with organisational policies.
- Assist with administrative tasks during peak periods or staff absences, as capacity allows.
- Ensure compliance with all relevant legislation and student protection standards.
- Undertake other duties and projects as directed by the Manager of Student Wellbeing.

**CHILD SAFETY**

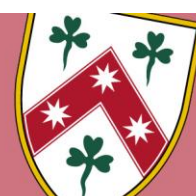
Trinity College is committed to providing a safe, secure, disciplined and quality learning and residential environment in which all students can develop their individual talents, interests and abilities through a curriculum that fosters the intellectual, physical, social and moral development of the 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 more than 1,500 talented students each year 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.
- The Pathways School, including 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 an forming Anglican clergy and others, on campus, online and in parishes.

Trinity has values of:

- Being respectful of ourselves and others
- Aspiring for excellence
- Seeking diversity and inclusivity
- Acting with integrity
- Fostering a sense of belonging

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.

