



Tasmania University Union

Position Description

Job title:	Student Advocate (Temporary Position)
Reporting to:	Executive Officer
Classification/Salary:	HEW 6
Hours:	Full-time or Part-time (Short term contract – 5 mths)
Location:	TUU Sandy Bay Campus (Occasional travel to surrounding southern campuses)
Date:	May 2019

Organisational Profile

The Tasmania University Union (TUU) was founded in 1899, is one of the oldest Student Unions in Australia, and is recognised as the peak student body representing all tertiary students attending the University of Tasmania.

The objectives of the TUU are to promote the intellectual, material, social, cultural and sporting life of the students and matters incidental and conducive thereto. To achieve these objectives the TUU promotes sporting clubs and societies, arranges key student events throughout the university year, publishes a student magazine and provides student welfare, representation and advocacy to all students both on campus and off campus.

The TUU is managed by a Board of Management, consisting of University appointed members and student elected members, and is the employer of staff. Student representatives are elected annually to both state and regional councils.

Position Summary

This position will:-

- Provide free, independent and confidential advice and support to predominantly southern Tasmanian UTAS students (and other UTAS students as required), on all matters concerning academic and administrative rights.
- 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.

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.

Responsibilities & Duties

- Provide advice, referral and advocacy for students who approach or are referred to the TUU, utilising different modes of communication;
- Be the primary point of contact for the TUU for students with academic grievances and administrative issues, and advise on any appeal process as necessary;
- Provide objective timely information to students concerning the entirety of their student experience. The provision of this information is to be to the maximum benefit of the student and include appropriate, realistic, accurate and timely assessment and information using the advocate's specialised knowledge;
- Provision of confidential, non-judgemental and understandable advice and support for students suffering equity or welfare issues;
- Advise and support students through the application process of the UTAS Safety Net Grant Scheme. This may include interviewing applicants, participation in committee meetings, and referral of students to external support services and programs where appropriate, as well as promotion of the scheme;
- Collect, and report as required to the EO or delegate, anonymous data relating to all casework;
- Liaise with other TUU staff, student representatives and UTAS staff as required;
- Develop and foster close working relationships with key stakeholders, university staff and appropriate community organisations, to enhance and promote the TUU Advocacy service. Attend and contribute to TUU and UTAS meetings as required;
- Undertake professional development as required to maintain appropriate skills applicable to the incumbent's position;
- Perform other reasonable duties as requested by the EO or delegate;
- Assist with student led programs as required;
- Ensure a safe and hazard free workplace environment by reporting any workplace health and safety hazards, and complying with TUU/UTAS workplace health and safety standards at all times; and
- Observe TUU staff/student policies and procedures.

Academic Qualifications

Essential

- Relevant tertiary degree or substantial relevant experience and/or education/training

Desirable

- Higher level of tertiary degree

Work Experience & Skills

Essential

- Knowledge of tertiary equity issues affecting students or educational institutions.
- Demonstrated advocacy skills, including problem-solving, negotiation and dispute resolution skills.
- Excellent interpersonal and communication skills, both written and verbal.
- Demonstrated experience in dealing with people from a diverse social and cultural background.
- Demonstrated ability to conduct relevant research, develop key networking relationships and effective communication channels.
- High level of organisational skills and ability to prioritise work commitments to meet strict deadlines.
- Proven strong team working capacity and demonstrated ability to be flexible and use initiative where necessary and appropriate, and be self-motivated.
- Demonstrated ability to carry out duties unsupervised and with integrity, and be reliable, punctual, service focused and well presented.
- High level skills in the use of Microsoft Office programs and Outlook.

Desirable

- Knowledge of student organizations or not for profit community groups.
- Knowledge of the tertiary sector legislation, university policies and procedures.

Relationships

The incumbent must be able to relate effectively with the following:

Employing Authority:	Board of Management
Supervision:	Executive Officer
Key Relationships:	State President
	Student Representatives
	University Student body
	TUU staff
	UTAS staff
	General Public and other stakeholders