

### Organisation Purpose

Deakin University Student Association (DUSA) was formed in 2001 with the amalgamation of five different student associations across all the Deakin campuses. DUSA is run by students, for students, and is independent from the University. We aim to provide students with the No1 University Experience by delivering programs and services that make a difference to Deakin students as they navigate through their time at university.

### Position Details

<b>Position title:</b>	<b>Advocate</b>
<b>Department:</b>	Student Advocacy & Support Service
<b>Location:</b>	Geelong
<b>Reports to:</b>	Advocacy Manager
<b>Supervises:</b>	None
<b>Classification:</b>	Level 3.3 – 3.5
<b>Last updated:</b>	April 2017

### Position Purpose

The purpose of this position is to:

- Provide advocacy for Deakin students in the provision of student consultations, information and representation.
- Provide support to students within the framework of DUSA's vision, principles and policies and work within a team environment to develop, administer and review Advocacy and Welfare initiatives.

### Key Responsibilities

<b>Student Advocacy</b>
<ul style="list-style-type: none"><li>• Provide direct and confidential advice to students on matters that affect their well-being and impact on their capacity to complete their program of study.</li><li>• Provide timely and accurate advice on a broad range of issues including Academic Misconduct, Special Consideration, Review of Results, Complaints, Remission of Fees and Readmission after Exclusion.</li><li>• Assist and support students who are required to show cause to Faculty or University Committees.</li><li>• Assist and advocate in the resolution of disputes between the University and Deakin Students, engaging in negotiation with academic and general staff members of the Faculties, or other organisational units within the University.</li><li>• Deliver student advocacy advice and support via face to face, phone and email interaction with students and key Deakin staff, with appropriate referrals made to internal and external support services where necessary.</li><li>• Provide adequate service provision to complex student cases with the guidance and mentoring of Senior Advocates.</li><li>• Manage the administration aspects of service provision, ensuring that information is recorded correctly and entered into the database in a timely fashion.</li></ul>

<ul style="list-style-type: none"> <li>• Maintain current knowledge of and compliance with Deakin's Regulations, Policies and Procedures and Higher Education legislation, statutory requirements, ethical standards and ensure they are utilised in the best interests of students.</li> <li>• Work with the Advocacy &amp; Welfare Manager to ensure adherence to relevant legislation, Deakin regulation and policy as well as DUSA policies and procedures.</li> <li>• Develop and maintain excellent relationships with key stakeholders including Deakin University staff and students, particularly in regard to Faculty Committees, UAC Chairs and Secretaries.</li> </ul>
<b>Student Welfare Support Programs, Campaigns &amp; Projects</b>
<ul style="list-style-type: none"> <li>• Assist to develop, facilitate and evaluate a range of activities and projects providing welfare support, education and awareness, research and evaluation and internal policy and system development.</li> </ul>
<b>Systemic Advocacy</b>
<ul style="list-style-type: none"> <li>• Review and evaluate issues relevant to Deakin Regulations, Higher Education legislation and other matters concerning the student body.</li> <li>• Assist in the facilitation of fairness in any formal process and the equitable application of academic related policies and procedures by providing feedback to Deakin in relation to systemic issues encountered.</li> </ul>

## Position Scope

This position description is not intended to be all-inclusive. The employee may perform other related duties within their scope of capability as required to meet the on-going needs of the department and/or organisation. Employees may be required to work across all DUSA sites.

## Key Selection Criteria

<b>Knowledge / Skills</b>
<ul style="list-style-type: none"> <li>• Demonstrated understanding of a wide range of issues affecting students including familiarity with culturally sensitive service provision.</li> <li>• Excellent oral and written communication and interpersonal skills.</li> <li>• Highly developed organisational and time management skills.</li> <li>• Excellent attention for detail, problem solving and lateral thinking skills.</li> <li>• Demonstrated capacity to plan, coordinate and deliver projects.</li> <li>• An enthusiastic, friendly and proactive approach to clients, colleagues and stakeholders.</li> </ul>
<b>Experience / Qualifications</b>
<ul style="list-style-type: none"> <li>• A relevant tertiary Degree qualification, preferably in Education, Welfare Services or related disciplines with 1 – 5 years relevant experiencing in providing advocacy and/or welfare organisation support services</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• A relevant Diploma or Certificate, preferably in Education, Welfare Services or related disciplines with 5 – 10 years relevant experiencing in providing advocacy and/or welfare organisation support services</li> </ul>
<b>Key Personal Characteristics</b>
<ul style="list-style-type: none"> <li>• Ability to handle sensitive information.</li> <li>• Ability to relate to people of all backgrounds.</li> </ul>

## Terms & Conditions

<p><b>OH&amp;S</b></p> <p>DUSA adheres to all Occupational Health &amp; Safety (OH&amp;S) regulations as an Employer. As an employee you have an obligation to take reasonable care to ensure your safety and health at work and that of others in the work place. It is incumbent of you to meet all OH&amp;S policies, rules and regulations.</p> <p><b>Inherent Requirements - Physical Demands</b></p> <ol style="list-style-type: none"> <li>1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.</li> <li>2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</li> <li>3. While performing the duties of this job, the employee is regularly required to sit, walk and stand ; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.</li> <li>4. The employee is required to stand and walk, or move about the work environment including around campus including up and down stairs.</li> <li>5. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus, use of a computer screen.</li> </ol>
<p><b>Capability Status</b></p> <p><b>You will be required to meet the following:</b></p> <ul style="list-style-type: none"> <li>• Current and satisfactory National Police Record Check.</li> <li>• Working with Children Check.</li> <li>• Current valid Victorian Driver's License. (desirable)</li> </ul>

## Position Description Acknowledgement Form

<p>I have received, reviewed and fully understand this position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.</p>	
Employee Name	
Employee Signature	
Date	