

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

Position title:	Welfare Intern
Department:	Student Advocacy & Support Service
Location:	1 x Burwood 1 x Geelong
Reports to:	Financial Wellbeing Coordinator
Supervises:	None
Classification:	Level 1.1
Last updated:	January 2025

Position Purpose

The purpose of this position is to:

- Support the Student Advocacy & Support Service Team (SASS) to deliver welfare programs through direct service provision to Deakin students experiencing financial hardship.
- Propose, develop, create and implement marketing and social media activities to promote financial wellbeing / welfare in Deakin students.
- Provide firsthand insight into life as a student.

Key Responsibilities

Welfare Service Provision
• Provide direct support and assistance to students in need, ensuring a compassionate and empathetic approach. • Conduct assessment and needs of student eligibility wishing to access DUSA's welfare programs including the Survival Centre and Transport Assistance Program. • Provide a welfare response and referral to other service providers when required. • Liaise and work cooperatively with other service providers to enhance outcomes for students. • Monitor and record ongoing student compliance with the Work and Development Permit. • Maintain relationships with key stakeholders including Foodbank, Deakin University staff. • Manage the administrative aspects of service provision, ensuring that information is recorded correctly and entered into the database in a timely fashion. • Provide insights and direct experiential knowledge of the issues impacting life as a student when communicating with internal teams, service providers, sponsors or stakeholders.
Welfare Events
• Support the SASS and Student Engagement Teams to deliver key events across campuses – inclusive of Food Pantry, and Free Breakfast. • Propose, develop and evaluate new ideas and strategies for students to improve their financial and general welfare and wellbeing using your knowledge of life on campus and life as a student.

- Communicate to and roster student volunteers for welfare events.
- Contribute to and coordinate events run by other teams within Deakin or external providers.
- Event set up and breakdown for each key event and campaign.
- Contribute to the identification of welfare issues encountered for development of plans for resolution by DUSA.

Service Promotion

- Plan, create and deliver social media campaigns aimed at improving the financial wellbeing of Deakin students.
- Assist with the development, coordination and planning of promotional media resources of welfare services. This could include being the face of DUSA media campaigns and appearing in pictures, videos, podcasts and more communicated on DUSA's website and social media sites.
- Where necessary participate in advocacy activities to highlight the financial and welfare needs of university students.

Administration Support

- Provide administration support by maintaining timelines, minutes from meetings etc.
- Conduct stocktakes and order items for welfare programs.
- Support the capture data for reporting – events-based evaluation and feedback.
- Work and liaise with staff, external clients and stakeholders on a variety of projects as required.

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

Knowledge / Skills

- Awareness of a wide range of welfare issues affecting students.
- Proven ability to maintain networks and work in partnership with a broad range of groups.
- Strong verbal and written communication and interpersonal skills including familiarity with culturally sensitive service provision.
- Knowledge of current trends in social media and youth communication.
- Demonstrated confidence and capacity to coordinate and deliver multimedia promotional campaigns.
- Demonstrated ability to provide non-judgemental support and assistance in a welfare, health or education setting (or similar).
- Intermediate level of MS Office suite and systems skills.
- Experience across a range of social media platforms.
- Confidence and dexterity with a range of multimedia technologies.

Experience / Qualifications

- Minimum, Second year Deakin University Student of a Social Work, Public Health, Health Promotion course or other relevant courses.
- A minimum 1 years' experience providing direct services to individuals requiring support inclusive of welfare support services or Community organisations.
- Safe Food Handling certification (desirable).

Key Personal Characteristics



- Ability to handle sensitive information.
- Ability to relate to people of all backgrounds.
- Confidence to express experiences and opinions to large and small groups.
- Desire to participate and be a part of positive social change.
- Strong knowledge of Deakin University Student Association and Deakin University.
- Desire to learn.

Terms & Conditions

OH&S

DUSA adheres to all Occupational Health & Safety (OH&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&S policies, rules and regulations.

Inherent requirements

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
2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
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
4. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus, including use of a computer screen
5. The employee is required to stand for several hours at a time (1-3 hours) and walk distances around campus including up and down stairs
6. The employee may be required to assist lift and/or move up to 15-20kg occasionally to move stock, products, event equipment
7. Bending down or reaching up to multi-level shelving, set up or pack down of events and public stands.

Capability Status

You will be required to meet the following:

- Current and satisfactory National Police Record Check
- Current valid Working with Children Check

Position Description Acknowledgement Form

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.

Employee Name

Employee Signature

Date