



Title: ANUSA Student Assistance Advisor

### **Purpose Statement**

The ANUSA Student Assistance Advisor will provide ANU Undergraduate and ANU College students support with complex matters including support for financial, academic, disciplinary, accommodation and other student related issues.

The Student Assistance Advisor will consult with the ANUSA team (both elected student representatives and staff) to shape and enhance the overall undergraduate student experience and wellbeing.

### **Position Dimension and Relationship**

The ANU Students' Association or 'ANUSA' is the peak representative body for all ANU undergraduate and ANU College students. It provides a range of services aimed at providing support for the specific needs of undergraduates and ANU College students in relation to both their studies and daily life. ANUSA is run by students for students, and represents undergraduates and ANU College students both collectively and individually.

The association's staff, supervised by the Operations Manager, are a dedicated team that works closely with the elected officers of ANUSA to provide high quality service to ANU's undergraduate and ANU College students.

### **Main duties and responsibilities**

#### Case management:

1. Maintain high standards of ethics, confidentiality, empathy with students, and a culture of continuous improvement.
2. Provide high quality support services including initial intake, assessment and warm referral.
3. Provide ongoing support to students with complex needs where necessary.
4. Maintain up-to-date records of support provided to students.

5. Maintain student records according to relevant ANUSA policies, collating and analysing data from student records, and preparing reports as required to assist in evaluating and improving service delivery.

Strategic:

6. Liaising and forming partnerships within the ANU, community health and welfare support services, to effectively collaborate and form referral pathways which provide effective and ongoing support to students.

7. Contribute to project management activities that implement strategic directions and quality improvement recommendations, and provide feedback for ongoing development of policies and procedures.

8. Maintain up-to-date knowledge of ANU's internal policies and procedures, and help students navigate these policies.

9. Oversee the delivery of agreed-upon projects and training programs, consistent with the level of the position and the work of ANUSA.

Operational:

10. Analyse and interpret the data from the Student Assistance database to identify and advise on new programs which would benefit the student community.

11. Administer the ANUSA Student Assistance Grants and Programs.

12. Undertake other duties as required by ANUSA, consistent with the level of the position and the work of ANUSA.

General Standards

13. To respect the democratic structure of ANUSA at all times. The post-holder will be expected to work closely with the elected officers of ANUSA and will aspire to the highest standards of integrity and impartiality in respect of the advice provided to officers.

14. Aim to maintain the highest standard of care to staff and students at all times.

15. To abide by ANUSA's constitution, and the Association policies and procedures.

**Selection criteria**

1. Tertiary education with subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated high quality complex case work and case management skills, with the ability to balance numerous stakeholders
3. Demonstrated understanding of the issues students face, and ability to work from a person centred and empathic approach.
4. Demonstrated ability to work within a dynamic team of professional staff and students.
5. Demonstrated excellence in written and oral communication skills, applied at a high level, including negotiations and interpersonal skills.
12. Demonstrated interpersonal skills and the ability to communicate effectively, both verbally and in writing, with a diverse range of people, including those from other cultural and language backgrounds.
13. Have appropriate qualifications and experience of dealing with people in crisis, or be willing to attain relevant qualifications.
14. Eligibility to hold ACT Working with Vulnerable People Card

### **Details of employment**

Salary: \$85, 259 +17% superannuation (ANUO Level 6.1)

Hours: 35 hours per week (full-time)

Contact duration: 6 months from 28.03.2022 (Fixed term parental leave cover)

Responsible to: ANUSA Operations Manager

Employee benefits: Non-salary benefits include free on-campus parking, 22 days annual leave pro-rata accrued, and paid time off during the December office shutdown.

### **How to apply**

Applicants should submit a short statement addressing the selection criteria and their CV to [Eleanor.Boyle@anu.edu.au](mailto:Eleanor.Boyle@anu.edu.au).

For any queries/questions regarding the role email [Eleanor.Boyle@anu.edu.au](mailto:Eleanor.Boyle@anu.edu.au)

Closing date is 4th March 2022 at 5pm