

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Equitable Learning Advisor

POSITION NUMBER	0052257
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 5 - \$79,961 - \$91,844 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Marianna Pettolino m.pettolino@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

The Student Equity and Disability Services (SEDS) is in the Wellbeing Services portfolio, which includes the University's Health Service, Counselling and Psychological Services (CAPS), and the Chaplaincy service. SEDS is responsible for providing educational adjustments for students with a disability or health condition, are carers of a person with a disability, are defence reservists or emergency volunteers or for cultural or religious observance which impact their ability to participate fully in their studies. SEDS also under the authority of the Academic Registrar processes eligibility for Special consideration applications.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

Reporting to the Coordinator, Equity Advising and Disability Services, the Equitable Learning Advisor plays a key part in the provision and coordination of services that ensure students requiring educational adjustments can participate equitably in their academic pursuits at the University of Melbourne. These services are delivered in a student-centric environment and in the context that all students are expected to be independent and active participants in their studies at University.

The Equitable Learning Advisor meets regularly with students who require educational adjustments or other arrangements to be made to enable them to participate in the University community on an equitable basis. This involves working with a diverse range of students requiring adjustments for a wide range of reasons (e.g. elite performer, carer, and defence reservist commitments; disabilities; ongoing or short-term health conditions). Equitable Learning Advisors also work with Disability Services staff, academic and other professional staff across the University to manage adjustments and arrangements for students.

Reporting line: Coordinator, Equity Advising and Disability Services

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: None

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Significant

Operational context: University wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Under broad direction and in accord with relevant policies and guidelines review registration applications and supporting documentation to determine eligibility for ongoing support and to develop and assist in the implementation of Academic Adjustment Plans for students so they may equitably participate in educational pursuits.

- Facilitate the appropriate referral of students to support services both within and external to the University.
- Proactive outreach to students to book appointments, follow up on equity adjustments and alleviate their administrative burden.
- Champion the University Disability Inclusion Action Plan (DIAP) and contribute to SEDS practice framework.
- Actively contribute to a quality client service culture where all team members provide a consistently high standard of service to all students.
- Maintain knowledge of current best practice including legislation and policy in the equity field.
- Working in a high functioning team, promptly escalate issues where there may be a risk of non-compliance with relevant legislation, when issues raised in determining ongoing support educational adjustments are contrary to existing policies and practices, or where issues are complex.
- Maintain timely, accurate and complete records using administrative systems for enquiries, bookings, and recording of case-notes, and managing information in accord with Privacy legislation and University policy and processes.
- Contribute to the maintenance of communications about student equity, ensuring information is clear, accessible, and accurate.
- Actively promote collaboration and information exchange within in and across teams, and with key contacts across Academic Services and Academic Faculties.
- Keep up to date with knowledge of best practice regarding a range of disabilities including mental health conditions and educational adjustments that can be delivered to assist students with equitable access to education.
- Other duties as directed.

Selection Criteria:

Education/Qualifications

1. The appointee will have tertiary qualification in health sciences, social welfare, disability or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

2. Strong organisational skills including a demonstrated ability to prioritise tasks, meet deadlines and work effectively and efficiently under pressure and within relevant policies, procedures and guidelines including abiding by professional established protocols and directions
3. Demonstrated ability to interact sensitively and empathetically with students experiencing a wide range of challenges, stress and anxiety in relation to their studies.
4. Demonstrated experience in writing and maintaining professional case notes.

5. Demonstrated personal resilience in working in a high-volume team environment and managing conflict.
6. Experience in the provision of expert services to students with a disability, or in another disability support context.
7. Excellent interpersonal and written and oral communication skills, with a proven ability to develop a strong working rapport with a wide range of academic and professional colleagues.
8. Knowledge of and ability to effectively utilise large complex databases, such as CRM and student systems and to ensure accurate records are maintained.
9. Experience in the support of people who identify with a mental health condition or as neurodiverse
10. Demonstrated ability to accurately interpret, implement and comply with Government legislation and University policy and procedures.
11. Demonstrated commitment to continuous improvement and innovation, and an ability to lead and adapt positively to constant change.
12. Proven ability to work independently, and to contribute consistently and positively to a proactive and highly professional team.

Other job related information:

- Employment in this position is conditional upon reception and maintenance of a Working With Children Check
- This position may be required to travel to and work across campuses.
- Annual leave must be taken at a time which accommodates the peak workflows of the business.
- Non-standard work hours may be required from time to time by negotiation.