

POSITION DESCRIPTION

Position Title:	Student Wellbeing Coordinator
Business Unit:	Student Wellbeing and Support, Student Life
Appointment Level:	UC Level 6
Reporting To:	Senior Coordinator, Student Wellbeing
Number of Direct Reports:	0
Delegation Band:	7
Position Number:	

THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital and works with government, business, and industry to serve our communities and nation. The University of Canberra challenges the status quo; always pursuing better ways to teach, learn, research, and add value – locally and internationally.

Our purpose is to provide education which offers high quality transformative experiences; to engage in research which makes a difference to the world around us; and to contribute to the building of just, prosperous, healthy, and sustainable communities.

The University of Canberra has recently established its long-term ambitions through its new decadal strategy: *Connected*. Through its three objectives (Connected to Canberra, Connected for life and Connected UC), the University of Canberra aims to build sustainable communities through deep collaborations that are locally focused and globally relevant, partner for life with our students to shape our economic, social and cultural futures and deliver an outstanding, digitally connected experience that removes barriers to accessing higher education.

OUR PURPOSE AND VALUES

Our [purpose and values](#) are the heart of this university. They describe our core identity: who we are and how we behave at the University of Canberra. They were developed by our people for our people.

GALAMBANY

Together we work to empower, connect and share knowledge with our people, cultures and places



BUSINESS UNIT OVERVIEW

Student Life supports and empowers students across the student life cycle to achieve their study, personal and career goals through equitable, holistic, and reflective practices. Student Life inclusive services and programs support students' educational goals, enrich their social and cultural university life, and support the success of our diverse cohort of students. Student Life is comprised of the following teams and areas of responsibility:

- Inclusion UC
- Ngunnawal Centre
- *Respect. Now. Always.* (RNA)
- Snow Scholars support
- Student Equity and Participation
- Student Wellbeing and Support

POSITION PURPOSE

Operating under the general direction of the Senior Coordinator, Student Wellbeing, the Student Wellbeing Coordinator will work within the Student Wellbeing and Support team. This position provides essential support in the delivery of core student wellbeing and support services. The role requires a holistic and collaborative approach to delivering initiatives that enhance the student experience, foster community building and engagement, and promote student resilience and retention.

A key focus of the role will be to provide care, support, information, advice and referral to students regarding wellbeing matters. The applicant should be enthusiastic, motivated and skilled in working with a range of people from diverse backgrounds with relevant professional education and experience in Social Work. A key element of this role will be to provide timely and appropriate frontline student support from trauma-informed, strengths based and student-centered approaches. This can include crisis support, liaison with and referral to internal and external stakeholders and support networks and general advice and guidance about navigating UC policies and procedures.

The role at times requires engagement with a range of key internal stakeholders in the University, including each of the five faculties, relative business units, support service providers and external community partner organisations.

PRIMARY RESPONSIBILITIES

The occupant of this position will be required to:

1. Provide guidance, support and advice to students and staff of the University to enhance student engagement, wellbeing and success;
2. Deliver frontline student wellbeing support that is trauma-informed, strengths-based, and student-centred, across multiple modes of engagement including in-person, phone-based, and virtual interactions;
3. Develop and maintain a thorough understanding of initiatives and programs undertaken across the sector to increase the wellbeing and success of students with a particular focus on those supporting students experiencing multiple, and often intersecting, vulnerabilities;
4. As required, assist in the design, delivery, implementation and evaluation of programs, events, and activities that support the wellbeing and success of students;
5. Follow internal Student Wellbeing and Support (SWS) processes and ensure practice aligns with UC policies, including accurate, timely and professional case noting;
6. Undertake liaison and activities on behalf of the University with relevant networks and stakeholders as directed;
7. Perform other job-related duties as required, consistent with the classification of the position.

KEY CAPABILITIES

Key Capabilities	Descriptors
1. Leadership	1.1 Proactively addresses challenging issues and takes responsibility for seeing issues through. Assist team members to recognise barriers and overcome them. 1.2 Connects the University Strategic Plan with the Portfolio and reinforces connections with other staff. 1.3 Builds and communicates a clear and compelling path for others to choose to be committed and engaged. 1.4 Champions and role models effective change while working to engage and enthuse others to embrace a vision of change.
2. Effective Communication	2.1 Adjusts message and delivery appropriate to audience. 2.2 Listens to others and effectively communicates ideas. 2.3 Produces accurate and effective information in a timely and efficient manner.
3. Collaboration	3.1 Creates opportunities for communities of work colleagues. 3.2 Looks beyond self and immediate team to add value to the whole University. 3.3 Develops relationships with external parties. Seeks and acts on opportunities to connect external parties and partners to the University.
4. Delivers results	4.1 Delivers on agreed outcomes and escalates issues as appropriate. 4.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes. 4.3 Responds effectively to changing circumstances and prioritises.
5. Business Acumen	5.1 Understands the purpose of own position and how this contributes to the objectives of the University. 5.2 Manages resources effectively. 5.3 Understands the commercial context the University operates in.
6. Service	6.1 Delivers seamless customer focused service underpinned by simplified and efficient processes. 6.2 Understands and anticipates the needs of our students and partners and can convert these into commercial outcomes.
7. Digital Literacy and Innovation	7.1 Demonstrates the ability to work fluently across a range of tools platforms and applications to achieve complex tasks. 7.2 Demonstrates the capacity to adopt and develop new practices with digital technology in different settings; to use digital technologies in developing new ideas, projects, and opportunities. 7.3 Incorporates digital literacy skills into own learning and the learning of others e.g., students, peers, supervisees. 7.4 Appreciates the legal, ethical and security guidelines in the management, access and use of data.

While at work, you must take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons. This includes:

- comply, so far as you are reasonably able, with any reasonable instruction that is given by the University to comply with the WHS Legislation
 - cooperate with any reasonable policy or procedure of the University relating to health or safety at the workplace that has been notified to workers
 - assume any additional duties as outlined in the WHS Procedure: Resources, Responsibility and Accountability
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