

DISABILITY ADVISER

DEPARTMENT/UNIT	Disability Support Services
FACULTY/DIVISION	Office of the Deputy Vice-Chancellor (Student Experience) and Senior Vice-President
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton Campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The Student Experience portfolio brings a sharp focus to the entire student experience, an experience which extends beyond a classroom education and encompasses academic, social, cultural, and well-being aspects to foster student belonging, academic readiness, and confidence.

The Student Experience portfolio brings together student-facing functions and capabilities from across the University to deliver a cohesive student experience. The portfolio enables the University to drive and advance our goals of widening participation of students from disadvantaged groups and facilitating their success, in line with Impact 2030.

The **Disability Support Services** supports the University to meet its strategic goals and showcase its commitment to diversity by managing the provision of support and resources to students with

disability. For more information on the work we do and the services we provide, please visit our website: www.monash.edu/disability

POSITION PURPOSE

The Disability Adviser's role plays a critical role in ensuring students requiring reasonable academic adjustments can participate equitably in their studies at Monash University. The Disability Advisor role is responsible for the provision of high-level expertise, project contributions, and guidance within Disability Support Services.

The position supports service quality by assisting students and teams with complex matters, liaising with faculties and stakeholders and contributing to improvements in processes, communication and peak period planning.

The Disability Adviser collaborates with other Disability Support Services team members in the assessment of students' requirements, and will research innovative accessibility solutions to improve the provision of academic support services.

Reporting line: The position reports to the Senior Manager, Disability Support Services under general direction.

Supervisory responsibilities: Not applicable

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Provide sound and timely specialist advice to students with complex or high-risk needs by providing expert assessment and coordination of multifaceted supports and adjustments in accordance with University policies and procedures
2. Deliver high-level and effective service to students, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
3. Provide advice and subject matter expertise on disability support services to help improve access and participation for students with disabilities across Monash University
4. Maintain timely, accurate and complete records using administrative systems (eg. CRM) for enquiries, bookings and recording of case notes, and managing information in accordance with Privacy legislation and University policies and procedures
5. Contribute to the development, implementation, and review of disability-related policies, procedures, and continuous improvement initiatives, and keep abreast of relevant legislative and sector changes
6. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery of disability support
7. Assist in the development and delivery of professional development, training, and awareness sessions for staff to build disability inclusion and understanding across the institution
8. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A degree in a relevant field (e.g. Allied Health, Disability) with subsequent relevant experience

Knowledge and Skills

2. Experience in the disability and equity field, including current knowledge of legislation and the delivery of services facilitating equitable participation for people with a wide range of complex disabilities including mental health, physical and neurological conditions
3. Experience in assessing the provision of reasonable accommodations for students in the higher education sector or similar setting
4. Excellent administration skills and a demonstrated capacity in enquiry management and the ability to utilise large complex databases, such as CRM and student systems and to ensure accurate records are maintained
5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
6. Highly-developed interpersonal, written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues
7. Excellent organisational skills, including the ability to set priorities, manage time, plan work to meet deadlines and maintain excellent attention to detail and accuracy

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.