



Position Description

Position Title: Student Advocacy Officer

Reports to: Student Advocacy & Support Manager

Classification Level: SUE 5

Fraction: 0.6

Contract term: 1 year contract (Nov 2026 - Oct 2027)

Main purpose of role: The provision of information, advice and advocacy on Monash University and Higher Education issues to undergraduate students, the MSA and Monash University on the Clayton Campus

Works closely with: Other Student Advocacy and Support Officers, casual Student Advocacy and Support Advisors, the Student Advocacy & Support Manager, elected student office bearers; particularly the Education Academic Affairs Office Bearers

Effective Date: Nov 2026 - Oct 2027

I have read, understood and agree to comply with the position description

INCUMBENT _____

SIGNATURE _____ **Date** _____

APPROVED BY SUPERVISOR _____

TITLE _____

SIGNATURE _____ **Date** _____

ORGANISATIONAL CONTEXT

Monash Student Association

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 38,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by Monash University, government and the broader community.

Position Summary

The Student Advocacy Officer reports directly to the Student Advocacy & Support Manager. The position is responsible, in conjunction with the other members of the Student Advocacy and Support department, for the provision of information, advice and advocacy on Monash University and Higher Education issues to students, the MSA and Monash University on the Clayton campus.

The Student Advocacy Officer liaises with the MSA President and student-elected Executive Committee members and the student-elected Education Academic Affairs Office on current Monash University Clayton campus undergraduate student and Higher Education issues.

KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
ADVOCACY CASEWORK	
Use detailed knowledge of Monash university and legislative instruments and problem-solving skills to provide Clayton campus based undergraduate students with accurate and realistic advice on the problems they are facing, and the implications of their options Provide information and advice to empower Clayton campus based undergraduate students to deal with their own circumstances Provide formal and informal advocacy and representation for students where it is inappropriate or inadvisable for students to do this themselves, ensuring that individual student problems are heard by the appropriate university personnel or committees Assist students by reviewing their submissions and appeals relating to student issues	Have a high level of knowledge of Monash University and legislative processes, including relevant stakeholders and support services for students Have a high level of knowledge of MSA Advice, support and information provided to students is relevant, accurate, complete and provided in a timely manner Retain current awareness of issues facing university undergraduate students both at Monash University Clayton campus and in the wider community
Encourage and assist distraught students to seek out support services to ensure individual students receive adequate support during stressful periods Provide referrals for cases relating to equal opportunity, sexual harassment, assault, counselling (personal, financial, academic), etc.	Maintain good working relationships with Monash Counselling staff Ensure students are provided with accurate and relevant information on support services in a timely manner Provide referrals to the appropriate personnel, including potentially to the police or Monash University's Safer Communities Division
POLICY SUPPORT AND RESEARCH	
Monitor developments in the Australian Higher Education industry (including at a government level) and provide information, updates and advice on the impacts (or likely impacts) of university, industry and government policy on undergraduate students and MSA activities relating to advocacy services	Maintain a high level of knowledge of the higher education industry Reports should be relevant, accurate and completed in a timely manner

Interpret and contribute to MSA and Monash University Policy in relation to MSA Advocacy Service Membership on relevant Monash University Committees that affect Clayton campus based undergraduate students Raise policy issues with members of Monash University and work in conjunction with Monash University staff to ensure that Monash University policy instruments are consistent with the interests of students Monitor statutes, regulations, rules, procedures and current state of debate within Monash University on matters relating to Clayton campus based undergraduate students, including those at a faculty, departmental and school levels	Maintain a high level of knowledge of Monash University academic review processes Ensure reports or recommendations are relevant, accurate and completed in a timely manner Maintain good working relationships with both staff and stakeholders to facilitate an innovative environment
STUDENT INTERVENTION AND DEVELOPMENT WORK	
Under direction from the Student Advocacy & Support Manager, identify and develop short- and long-term strategies for the investigation of pertinent issues and current trends in undergraduate student academic problems, and formulate preventative initiatives to improve undergraduate student rights and services at Monash University for academic issues Under the direction of the Student Advocacy & Support Manager, devise and implement within MSA and potentially Monash University student support and development programs which promote a positive student experience at Monash university for Clayton campus based undergraduate students Create content for the MSA website that provides Clayton campus based undergraduate students with resources to protect their rights and advocate on their own behalf	Initiatives should complement and enhance the advocacy service MSA provides Content created should be relevant, accurate and updated regularly to ensure it remains current
Provide induction training and ongoing support to MSA Office Bearer's on issues in relation to Clayton campus based undergraduate student issues, Monash University procedures and other related matters Provide advice and support to students elected from the MSA constituency to Monash University committees	Training resources and advice provided is relevant, accurate, complete and timely Training provided is of a high standard and reliable, accurate and up-to-date
Ensure that the MSA Advocacy and Support Service has a high profile amongst students and staff of Monash University, and that undergraduate students have ready access to appropriate and easy to understand information on Monash	Marketing content should be of a high quality and provide accurate and relevant information

University policy and procedures, and how to protect their rights	
ORGANISATIONAL WORK	
In conjunction with the other Student Advocacy Officers, develop, organise and run programs to address the demand for the Student Advocacy and Support Service at critical times during the year (i.e. the summer exclusion support program), including but not unlimited to the induction, training and supervision of casual staff as required In conjunction with the other Student Advocacy Officers, coordinate internal MSA projects relating to the Student Advocacy and Support Service as required	Due to the collaboration and fluid nature of the Student Advocacy and Support Service, the Student Advocacy Officers are required to meet fortnightly to discuss and report on: • Casework and advocacy (including caseload and concerning cases); • Student intervention and development work; • Policy support and research (including developments in the higher education system); • Leave requirements; • Stress management; • Committee membership reports; • Department budgets; and • Staff induction, training and performance management
Prepare reports and submissions for the MSA, including the full costing of proposed campaigns, annual Student Advocacy and Support budget, and other activities relating to the Student Advocacy and Support Service	Reports are accurate, relevant and completed in a timely manner Campaigns and activities are costed fully in line with MSA policies and procedures Budget submissions completed in line with MSA policies and procedures
Develop and maintain systems and processes to ensure adequate records of casework are kept. This includes both physical and electronic information management systems Understand relevant Federal and State legislation in relation to privacy and confidentiality Understand relevant MSA and Monash University policies, procedures and obligations under relevant legislation in relation to privacy and confidentiality	Maintain casework records in compliance with all legislation, policies and procedures Comply with relevant Federal and State legislation in relation to privacy and confidentiality

	Comply with MSA and Monash University policies and procedures in relations to privacy and confidentiality
POLICY, PROCEDURES, QUALITY AND SYSTEMS	
Ensure equipment is tested and maintained to meet legislative requirements	Compliance with all legislative requirements
Contribute to the continual development of policies and procedures across MSA Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice	To be carried out in line with MSA policies and strategic plan Develop resources and tools for staff Communicate tools and resources to staff in area of responsibility
PEOPLE MANAGEMENT REQUIREMENTS	
Provide leadership, direction and communication of MSA strategic goals and objectives to direct reports Manage the recruitment and training of staff for areas of responsibility in conjunction with HR Coordinator Provide appropriate induction of direct reports Assess training needs in accordance with organisational needs Assist in the implementation of training programs Facilitate regular performance and development discussions with direct reports ensuring appropriate skills, training, professional development and support is provided in all areas, including OH&S Provide continual feedback on staff performance Ensure statutory requirements and MSA policy, are being adhered to by staff working within area of responsibility Actively participate in MSA performance review processes, which provide a process for evaluating performance, providing performance feedback and discussing development opportunities Treat all workplace participants, students and customers with honesty, fairness and respect Act in a manner that is aligned with MSA's culture, values and strategic vision at all times.	Maintain register of training needs Training is timely, up-to-date and accurate Conduct regular performance review meetings with staff in areas of responsibility in line with MSA policy and procedure Provide regular informal discussion opportunities for direct reports Communication of expected standards To be carried out in line with MSA policies and procedures

OH&S REQUIREMENTS	
Actively promote OH&S compliance within areas of responsibility; ensure employees under supervision comply with OH&S training and instruction requirements Conduct duties in a safe manner at all times Compliance with all relevant site OH&S requirements Initiate OH&S activity such as risk assessments and inspections in area of responsibility Ensure all hazards and incidents are immediately reported and corrective actions implemented Correct use of Personal Protective Equipment (PPE)	Ensure information and training provided is accurate, up-to-date and timely Prevention of avoidable injuries Follow OH&S procedures Implement any corrective actions assigned Follow safety procedures for PPE
OTHER RESPONSIBILITIES	
Perform other appropriate duties and responsibilities as assigned by supervisor	Requested tasks are completed in a timely manner

KEY SELECTION CRITERIA

ESSENTIAL CRITERION
Relevant qualifications and/or experience in advocacy provision
Valid Employee Victorian Working with Children Check Card
Strong understanding of Federal and State privacy and confidentiality legislation
Demonstrated ability to liaise effectively with a range of people including but not limited to university students, senior university staff, administrators, academics and people from culturally, linguistically and gender diverse backgrounds
Strong critical thinking and problem-solving skills of a high order
Demonstrated experience of working in teams. Ability to lead certain tasks and provide guidance in areas of specific expertise to other team members.
Strong research skills, including the ability to access and interpret necessary information from primary resources/literature/legislation
Experience with boards and committees and their formal processes
Ability to present information in a clear and concise manner in front of large groups of various stakeholders

Demonstrated oral and written communication, negotiation skills and a high level of administrative skills
The ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
A high level of interpersonal skills; including an approachable and welcoming demeanour
Ability to work independently and collaboratively, in a busy and sometimes crowded environment
Demonstrated initiative, self-motivation and flexibility; strong planning and organisational skills; tact and diplomacy
DESIRABLE CRITERION
Experience in student advocacy at a university level, including an understanding of the tertiary sector and the role of student unionism
Data processing, publication/report design and editing skills
A sound knowledge of the following areas: a) Structure, statutes and regulations of Monash University (and subsidiaries); b) Issues relating to students, Higher Education and governmental education priorities; c) MSA structures and the principles of student unionism d) Relevant State and Commonwealth legislation covering areas including, but not limited to: • Equal opportunity • Discrimination • Sexual harassment • Freedom of information • Privacy • International students • Higher education
Experience in negotiation/conciliation practices
Experience in community development and/or an understanding of capacity building approach in advocacy
Knowledge and/or experience of working in a not-for-profit and/or membership organisation

OTHER JOB-RELATED INFORMATION

This position is part time and 22.05 hours per week.

Under MSA's current Enterprise Agreement, clause 5.1.4 provides for an additional week of leave normally to be taken adjacent to the Christmas Break, in addition to the 4 weeks of annual leave. Due to the anticipated workload in MSA Advocacy and Support Service at this time due to the university's academic hearing processes, the incumbent will be required to take this leave at another time of the year. Advocacy staff return to work from the Christmas closedown period at the same time as Monash University's staff (this is usually around the 2nd January). This Christmas closedown leave must be used within the calendar year that it was accrued.

This position will require work outside of normal working hours, in particular some evenings, from time to time for special events. Time off in lieu (TOIL) will be granted.

This role may require working closely with elected student officers and must ensure at all times that any advice or information they provide is impartial and objective. Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (along with other MSA policies and procedures) must be followed at all times.

This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals.

As part of the Child Safe Standards, you are required to have a valid and current employee Victorian Working with Children's Check (WWCC) for this role. A volunteer Working with Children's Check is not allowed by law to be used for employment purposes; as such if you only have a volunteer card you will need to reapply for an employee check before you begin at MSA. Proof of the employee WWCC will be required before you are able to start employment at MSA. Once employed, you must ensure you renew before the expiry of the current WWCC and provide proof of a current and valid WWCC to MSA HR. If at any time, your WWCC is to be removed by the Department of Justice this could affect your employment at MSA.