

POSITION DESCRIPTION

STUDENT SUPPORT + ADVOCACY OFFICER

Department: Student Support + Advocacy

Reporting to: Student Support + Advocacy Manager

Job Type: Part-time

WHO ARE WE?

MONSU Caulfield is the Undergraduate Student Union at Monash University, Caulfield Campus. We support over 10,000 students by providing free services, programs, events, activities and representation, to ensure students have the best possible university experience.

We are a not-for-profit organisation, comprised of full-time and part-time staff and a democratically elected student council (Student Representatives). We're an organisation run by students, for students, with a passion for ensuring a great student experience on campus and that student interests and issues are being addressed by the University, government and broader community.

With portfolios across a range of areas like women's, welfare, queer, international students, sustainability and much more, we strive to be a leader in student representation and providing outstanding experiences for all students. We do this through campaigns, events, activities, workshops, advocacy, welfare and support.

MONSU Caulfield staff are integral in providing the high-level expertise and support necessary to ensure the services we deliver to students are of outstanding quality.

ROLE PURPOSE

As a Student Advocacy Officer, you will work as part of the Student Support + Advocacy team and your role is to:

- Deliver confidential, high-quality, student-centred advocacy, advice and referral services to undergraduate students at Monash University Caulfield and Peninsula campuses.
- Support students to navigate academic, administrative, wellbeing and systemic challenges, ensuring services are accessible, trauma-informed, culturally safe and empowering.
- Contribute towards systemic advocacy, service development and continuous improvement through case insights, data collection and collaboration with key stakeholders.
- Work collaboratively with elected student representatives.

KEY RESPONSIBILITIES

Student Advocacy and Casework

- Provide confidential, independent and student-centred advocacy, advice and referral services to undergraduate students.
- Support students in navigating academic progress matters, misconduct processes, special consideration, grievances, complaints, exclusion, fee issues and other university-related matters.
- Prepare students for meetings, assist with written submissions and support students throughout university processes.
- Maintain accurate, timely and ethical case notes and documentation in accordance with organisational policies and privacy requirements.
- Identify and appropriately escalate complex, high-risk or sensitive student cases to the Manager Student Support + Advocacy.
- Apply trauma-informed, intersectional and culturally safe practice in all interactions.

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Service Development and Continuous Improvement

- Identify recurring themes and systemic issues arising from casework and communicate insights to the Student Support + Advocacy Manager.
- Contribute to service planning, evaluation and improvement initiatives.
- Consistently collect and record service data, student feedback and advocacy trends to support reporting and continuous improvement.
- Assist in the preparation of reports, briefing notes and case summaries as required.
- Assist in the preparation of communications outputs regarding the Student Advocacy service. This includes but is not limited to social media copy, email newsletters, websites and promotional materials.
- Assist in delivering specific student events, programs & training.

Stakeholder Engagement and Referral

- Build positive and professional working relationships with Monash University staff and departments to support student outcomes.
- Maintain knowledge and understanding of relevant Monash University policies, procedures and support services.
- Establish and maintain effective referral pathways to internal and external services.
- Collaborate with elected Student Representatives to support student-led advocacy initiatives where appropriate.

Policy, Governance and Compliance

- Maintain up-to-date knowledge of relevant legislation and Monash University policies and procedures impacting students.
- Ensure advocacy practice aligns with MONSU Caulfield and MONSU Peninsula policies, ethical standards and best practice in case management.
- Support compliance with reporting, governance and documentation requirements.

Risk Management and Wellbeing

- Recognise and respond appropriately to students in distress, including referral and escalation where required.
- Participate in reflective practice and debriefing processes.
- Contribute to maintaining a psychologically safe and supportive team environment.

Work Health & Safety

- Ensure compliance with all Monash University, MONSU Caulfield and MONSU Peninsula WHS Policies, Procedures and instructions.
- Take immediate action to rectify any unsafe situations or acts.
- Report all incidents and hazards to the relevant student organisation and Monash University.

CORE COMPETENCIES

Managing Change

The ability to support innovative and organisational change needed to improve the effectiveness of MONSU Caulfield.

Managing Performance

The ability to take responsibility for one's own performance, by setting clear goals and expectations, and tracking progress against goals.

Communication

Demonstrated active listening skills combined with the ability to communicate clearly, keeping stakeholders and students informed by showcasing strong verbal and written communication skills.

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Interpersonal Awareness

The ability to notice, interpret and anticipate the needs, concerns and feelings of others, and to communicate this awareness with empathy and compassion.

Analytical Thinking

The ability to tackle a problem by using a logical, systematic, and sequential approach.

Pursuing Personal Development

Continuously seek out new areas for personal growth by actively identifying and seizing learning opportunities. Apply the knowledge and skills acquired to enhance your performance on the job and achieve better results.

KEY SELECTION CRITERIA: ESSENTIAL

- A degree qualification and demonstrated advocacy experience within the education or community sectors.
- Understanding of issues impacting domestic and international students in higher education, including academic, financial, wellbeing and systemic challenges.
- Demonstrated experience providing advocacy, case management or student support services.
- Strong understanding of trauma-informed, intersectional and culturally safe practice.
- Demonstrated ability to manage sensitive and complex matters with empathy, sound judgement and professionalism.
- Strong written, verbal and listening communication skills, including the ability to communicate with people from a variety of backgrounds effectively and prepare clear documentation
- Ability to interpret and apply policies and procedures in an advocacy context.
- Strong organisational skills, including the ability to manage competing priorities and maintain accurate records.
- Demonstrated ability to work both independently and collaboratively within a team environment.

KEY SELECTION CRITERIA: DESIRABLE

- Knowledge of student organisations or not-for-profit community groups.
- Knowledge of higher education sector legislation, university policies and procedures.

OTHER JOB-RELATED INFORMATION

- Travel to work on other campuses may be required
- Out-of-hours work may be required
- There will be peak periods of work during which the taking of leave may be restricted
- A current Working With Children's Check is required
- A current Victorian driver's licence would be advantageous