

POSITION DESCRIPTION

STUDENT RIGHTS ADVISER

Department: Student Rights + Support

Reporting to: Student Rights + Support Manager

Job Type: Casual

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 Rights Adviser, you will work as an advocate within the Student Rights + Support team, and your role is to:

- Provide confidential advocacy and support to undergraduate students attending Academic Progress (APC) hearings.
- Prepare detailed student case notes.
- Participate in identified MONSU Caulfield projects and programs.

KEY RESPONSIBILITIES

1. Have a clear understanding of Monash University's APC policy and procedure.
2. Meet with students at the hearing venue (located at Caulfield, Clayton and Peninsula Campuses or virtual).
3. Attend the hearing with students as their support person.
4. Read the student case file and support students to prepare for hearings.
5. Inform students of hearing procedures.
6. Refer students to support services.
7. Upload accurate hearing notes to confidential case files.
8. Ensure compliance with all Monash University and MONSU Caulfield Work Health Safety Policies, Procedures and instructions.

Please note that this is a temporary position and shifts are allocated according to availability.

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STUDENT RIGHTS ADVISER

CORE COMPETENCIES

Fostering Teamwork

The ability and desire to work cooperatively with others on a team.

Communication

The ability to articulate ideas clearly and engage in conversation and interaction with others in a constructive manner. Demonstrated active listening skills combined with the ability to communicate clearly, keeping stakeholders and students informed by showcasing strong verbal and written communication skills.

Customer Orientation

Demonstrated concern for meeting the needs of external and/or internal customers with a student-centred approach.

Self Confidence

Possesses faith in personal ideas and the ability to be successful and maintains a willingness to take an independent position in the face of opposition.

Flexibility

Demonstrates an openness and willingness to new ways of doing things and maintains enthusiasm to take on new challenges.

Integrity

Demonstrates honesty, responsibility, reliability and trustworthiness.

Managing Performance

The ability to take responsibility for one's own performance.

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.

KEY SELECTION CRITERIA: ESSENTIAL

1. A tertiary level qualification or demonstrated work experience in advocacy or a related field.
2. A clear understanding of confidentiality and privacy relating to students.
3. Knowledge and understanding of the social and health issues affecting students.
4. Demonstrated ability to articulate ideas clearly.
5. Strong communication skills including the ability to actively listen, communicate complex information with empathy, and liaise effectively with supervisors.
6. Demonstrated ability to work both independently and collaboratively to solve issues when they arise.
7. Demonstrated honesty, responsibility and trustworthiness.
8. Demonstrated understanding of safe work practices, in particular Occupational Health and Safety, and Privacy policies and procedures.

KEY SELECTION CRITERIA: DESIRABLE

1. Knowledge of student organisations or not-for-profit community groups.
2. Knowledge of the higher education sector.

OTHER JOB-RELATED INFORMATION

- Travel to work on other campuses may be required
- A current Working With Children's Check is required
- Availability and willingness to prioritise and support students at hearings from late July to the end of September 2026