Position Description

Student Rights Officer (Bundoora) – RMIT Student Union

<table>
<thead>
<tr>
<th>Position No:</th>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisational Unit:</td>
<td>Student Advocacy and Representation</td>
</tr>
<tr>
<td>Location:</td>
<td>Based at RMIT Bundoora Campus but may be required to travel to and work from other RMIT metropolitan Melbourne campuses as required.</td>
</tr>
<tr>
<td>Classification:</td>
<td>SUE 5</td>
</tr>
<tr>
<td>Salary:</td>
<td>$76,731 Full time equivalent ($61,385 for 0.8 FTE) + superannuation</td>
</tr>
<tr>
<td>Superannuation:</td>
<td>Unisuper or as indicated by incumbent</td>
</tr>
<tr>
<td>Employment Type:</td>
<td>Permanent 0.8 FTE Part time (56 hours per fortnight), PLUS 0.2 FTE (14 hours/fortnight) Temporary Contract until 31 Dec 2015 (this 0.2 FTE is a grant based contract which we are seeking again for 2016 but cannot yet confirm)</td>
</tr>
<tr>
<td>Other Benefits:</td>
<td>Good conditions of annual leave, sick leave (cumulative) and superannuation.</td>
</tr>
<tr>
<td>Current Occupant:</td>
<td>Vacant</td>
</tr>
<tr>
<td>Contact:</td>
<td>For further details and to apply email <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a> or phone (03) 9925 9478 – Monday to Wednesday (03) 9925 1842 - Thursday (03) 9925 5004 - Friday Please ask for Noel.</td>
</tr>
<tr>
<td>Closing Date:</td>
<td>5:00pm Sunday 11th October</td>
</tr>
<tr>
<td>Advice to applicants:</td>
<td>Submit applications by closing date to <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a> before the closing date. Late applications will not be accepted.</td>
</tr>
</tbody>
</table>

To be considered applications MUST include:
1) a letter addressing the specific selection criteria (as written on page 3 of the PD)
2) a detailed curriculum vitae with names and contacts for two professional referees
About the RMIT University Student Union

The RMIT University Student Union (RUSU) is the representative body of around 65,000 RMIT University students and is an independent organisation from RMIT University. The Student Union has an annual operating budget of over $3 million and employs over 20 paid staff members and 12 casuals. It is governed by 25 elected student office bearers, most of who receive an honorarium. RUSU’s main offices are located in the CBD; however we operate offices and provide services on outlying campuses in Bundoora and Brunswick.

The RMIT University Student Union represents students’ interests and undertakes a vast range of activities that enhance and foster an active and informed student life on campus. This is done through:

• The provision of student information and referral services
• Undertaking campaigns, education and training programs, forums and workshops, including the promotion of student welfare and advocacy and student complaint resolution
• Providing a diverse range of social and cultural activities, such as Orientation and Re-Orientation, lunchtime and night time activities
• Coordinating a wide range of student clubs and offering a variety of accredited training courses
• Providing a professional accredited volunteer program for RMIT students
• Operating RUSU Realfoods – a vegetarian and vegan, organic and fairtrade café
• Producing a number of student publications, operating a television station, and maintaining a website/social media presence.

All staff and student representative positions are required to operate within the parameters of the Student Union Constitution, Regulations, Policy and the staff Enterprise Agreement. All staff are supervised and directed by the annually elected student representatives.

About the RMIT University Student Union, Bundoora Campus

RMIT Bundoora campus is a large suburban campus of RMIT, comprised of a large West campus (home to of Medical Sciences, Health Sciences and Education) and a small East Campus (home to Aerospace, Mechanical and Manufacturing Engineering).

The key services provided by RUSU at Bundoora include:

• A RUSU information Counter which is the first point of contact for all student enquiries in relation to RUSU
• A Student Rights Service
• Student Representation, Outreach and Campaigns
• Weekly Breakfasts/Healthy Eating Program
• Weekly lunch time event, and other social events & parties
• Student Volunteer Program and Clubs & Societies
• Student kitchenettes and free snack break services
• Women’s Rooms and a Queer Room
1. **Position Summary**

The Student Rights Officers provide information and resources to assist RMIT students understand their rights within the University's rules. The focus on the role is on providing resources and support for students when dealing with concerns related to educational and academic matters, as well as discipline, discrimination and equity issues within RMIT. This position may also provide advice and support for outreach campaigns about the rights and experiences of students. The Student Rights Officer will:

- Deliver advocacy and support for students facing barriers resolving concerns with the university, including individual casework according to existing casework policy.
- Contribute to the general flow of information to the student body and RMIT staff about student rights through the preparation and dissemination of a variety of communication;
- Provide a reference point for office bearers and staff on issues affecting Higher Ed and VE students;
- Advise students in the development of policies and campaigns that will promote the objectives of the Student Union council;
- Advise and assist in the development of training about student rights for students, representatives and volunteers.
2. **Selection Criteria**

2.1 **Essential**

Knowledge of the tertiary education sector legislation, polices, procedures and equity issues affecting students.

At least four years prior relevant advocacy experience within the education sector, trade union movement or community sectors (or a combination of relevant experience and educational qualifications).

Demonstrated advocacy skills, negotiation and conflict resolution skills

Ability to provide advice and support to students in the use of templates and other materials designed to guide the resolution of common student disputes with the university.

Experience in submission and report writing and policy analysis.

Demonstrated High-level written and verbal communication skills and the ability to effectively communicate with people of a variety of backgrounds.

High-level of organisational skills and ability to prioritise work commitments.

Proven strong team working ability and the ability to use initiative where necessary and appropriate.

An understanding of, and commitment to, the principle of student control over student affairs.

Ability to use data bases and electronic case management systems and manage records in a systematic and compliant manner.

2.2 **Desirable**

Working knowledge of student organisations or other organised community groups

Experience in the delivery of advocacy training and/or rights based outreach programs.

3. **Special Requirements**

NIL

4. **Key Responsibilities**

Contribute to the provision of advocacy, advice and assistance to student rights cases by:

- Providing individual advocacy and support to cases which meet policy requirements;
- Developing and maintaining awareness of student rights resources in schools and departments across RMIT;
- Undertaking small advocacy outreach projects in order to promote the service on Bundoora campus
- Maintaining up to date records and statistics about casework and training and workshop activities.

Ensure that student representatives are informed of current issues affecting students including university and government policies.
Contribute towards effective input into university decision-making bodies, policies, procedures, reviews and initiatives that effect students.

Contribute towards developing and maintaining effective communication and information sharing between elected SUC representatives, Student-Staff Consultative Committee (SSCC) representatives, the general student body, Student Liaison Officers (SLOs), the Campaign & Collective Support Officer, Student Union administration staff and others where appropriate to facilitate effective policy intervention and campaigning.

Contribute to the development of a broad skills base in student representatives by delivering effective training programs regarding student rights issues for students within the Student Union and those on university bodies.

Contribute towards the development and maintenance of a ready resource base on issues affecting students.

Contribute, collaboratively, towards the achievement of the aims and objectives of the Student Union.

5 Job Complexity, Skills, Knowledge

Level of Supervision, Independence

The incumbent works under the direction of the elected Student representative, generally the Education or Welfare officers.

Duties of this position may be conducted collaboratively with: Student Union Officer Bearers, other Student Rights Officers, the Administration Coordinator, the Campaigns & Collective Support Officer, and the Student Liaison Officers.

This position is required to provide regular work reports to their supervisor and contribute to the quarterly and annual funding reporting to the University.

Problem Solving and judgement

The incumbent provides advice to the Student Union by identifying issues affecting students and possible outcomes in addressing these issues. This includes strategic analysis and the options for the future direction of the campaign and/or the policy of the Student Union.

Judgement and advice also focuses on the needs of student appellants and on the needs of the student constituency in general.

It is expected to have a high level of ability and experience in advocacy and dispute resolution.

Professional and organisational knowledge

The position requires professional knowledge which comes from professional qualifications, experience in the tertiary education sector, in welfare and educational roles in student union, or in trade union and community organisations. The position requires an ability to quickly develop extensive knowledge of the University and Student Union structures, processes and systems.

It is essential to have knowledge of relevant State and Federal education policies as well as of international trends which would impact on tertiary education sector students in Australia.

It is required to have knowledge of the student experience and equity issues.

Task level

The position requires the development of specialist expertise to facilitate advice and where necessary advocacy support in issues affecting the tertiary education sector.

The incumbent shall also undertake project work and/or other duties as directed by the supervisor or supervising body consistent with Key Responsibilities.
This position description is approved by:

Occupant: ........................................................................................................... Date: NA
Supervising Body (Secretariat)................................................................. ... Date:
Staffing Committee ......................................................................................... Date: 29 May 2012