# JOB DESCRIPTION

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| **Position Title** | Student Assist Officer | CURTIN STUDENT GUILD |
| **Division / Department** | Student Services / Student Assist | |
| **Position Number** | 2102 | |
| **Salary Agreement/Award** | Curtin Student Guild Enterprise Agreement | |
| **Position Classification** | Level 5 | |
| **Nature of Employment** | Full-Time / Part-Time considered | |
| **Reporting Structure** | **This position reports to**<br>Manager – Student Assist<br>General Manager – Student Services<br>Managing Director | |
| | **Positions reporting to this position** | |
| **Our Mission** | To enrich the student experience through a strong student voice and inclusive services, whilst fostering a vibrant and fun community. | |
| **Our Vision** | To be the leading and most trusted, independent, student-run organisation in Australia, that is highly valued by our students, the broader sector and community. | |
| **Our Values** | Autonomy \| Equity \| Accountability \| Community \| Sustainability | |
| **Purpose of Position** | The Student Assist Officer is responsible for providing high-quality, confidential advice, advocacy, and referral services to students across a broad range of academic, financial, social, and welfare matters within the Curtin University Student Guild.<br><br>This role supports students to navigate University policies, procedures, and processes, assisting them to make informed decisions and access appropriate support services. The position plays a key role in promoting student rights, wellbeing, and equitable access to education, while ensuring services are delivered in a professional, impartial, and student-centred manner.<br><br>The Officer contributes to the effective operation and continuous improvement of the Student Assist portfolio through accurate case management, stakeholder engagement, policy awareness, and participation in training and outreach initiatives. The role operates in accordance with relevant legislation, University and Guild policies, confidentiality requirements, and best practice standards in student advocacy and support services. | |

## KEY DUTIES AND RESPONSIBILITIES

**Responsibilities may include but are not limited to:**

1. **Student Advice, Advocacy and Case Management**
   - Provide accurate, confidential information, referral, and advocacy services to students across a broad range of academic, social, financial, and welfare matters.
   - Support students to understand and navigate University policies, procedures, guidelines, and by-laws.
   - Provide advice and assistance in relation to academic progress, appeals, misconduct processes, grievances, special consideration, and related matters.
   - Identify and refer at-risk students to appropriate internal and external support services in a timely and supportive manner.
   - Act as a department authority on designated issues or equity groups, providing specialist knowledge and guidance as required.
   - Maintain accurate and confidential case records in accordance with relevant legislation, privacy obligations, and Guild policy.

2. **Policy, Compliance and Governance**
   - Maintain a thorough understanding of relevant University policies, procedures, and regulatory frameworks.
   - Contribute to the development, review, and implementation of Student Assist policies, procedures, and service standards.
   - Ensure service delivery is consistent with legislative requirements, Guild governance frameworks, and best practice guidelines.
   - Represent the Student Assist department on relevant Guild and University committees, working groups, and forums.

3. **Service Delivery, Development and Continuous Improvement**
   - Assist in the review, development, and enhancement of services offered within the Student Assist department.
   - Contribute to initiatives that improve service accessibility, effectiveness, and student outcomes.
   - Maintain awareness of emerging issues, sector trends, and best practices in student advocacy, welfare, and higher education support services.
   - Monitor service demand and emerging student needs, identifying opportunities for improvement and innovation.

4. **Training, Education and Outreach**
   - Assist in the development and delivery of training sessions, workshops, and educational resources for students and stakeholders.
   - Prepare and distribute materials including reports, presentations, flyers, and other communication resources to support service delivery.
   - Promote awareness of Student Assist services

5. **Stakeholder Engagement and Collaboration**
   - Develop and maintain effective working relationships within the Guild, the University, and relevant external organisations.
   - Maintain up-to-date knowledge of University services and external referral pathways to ensure accurate and timely support for students.
   - Collaborate with internal stakeholders to ensure coordinated, student-centred service delivery.

**6. Administration and Reporting**

- Perform routine administrative duties including case notes, data entry, reporting, and record management.
- Prepare reports and summaries as required to support operational planning and service evaluation.
- Maintain accurate and secure documentation in accordance with privacy and confidentiality requirements.

**7. Operational Support and Other Responsibilities**

- Assist the Manager – Student Assist as required, including contributing to operational planning and service improvements.
- Assist with the development, implementation, and review of services within Student Assist.
- Identify tools and resources to streamline workflows and improve team efficiency.
- Foster strong relationships across the Guild and University community.
- Promote and uphold the Guild's Mission, Vision, Values, and Code of Conduct in all activities.
- Maintain awareness of industry trends and developments to inform continuous improvement.
- Perform other duties as directed, aligned with the scope of the role.

| **CRITERIA** | |
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| **Qualifications** | • A tertiary qualification in Behavioural Sciences, Social Work or a related discipline, or demonstrated significant equivalent skills, knowledge and experience. |
| **Knowledge, Experience and Skills** | **Essential**<br>• Strong analytical and investigative skills including the ability to interpret policy, procedure and regulation;<br>• High level conflict resolution, negotiation and assertiveness skills with an ability to articulate and present a case in an adversarial environment<br>• Excellent communication and interpersonal skills and the ability to deal effectively with individuals at all levels<br>• Proven stakeholder engagement and consultation skills<br>• Excellent reporting and presentation skills<br>• Proficiency in Microsoft Office (Word, Excel, Outlook) and aptitude to learn new applications<br><br>**Desirable**<br>• Demonstrated experience in an advocacy role<br>• A knowledge of University policy, procedures and procedures<br>• A knowledge of relevant government organisations/agencies for referral<br>• Conversant with EO and Anti-Discrimination legislation<br>• Knowledge of relevant state and federal legislation affecting tertiary education<br>• Experience with higher education complaints or investigations or similar<br>• Experience in liaising with Government agencies<br>• Ability to be proactive in the identification of new opportunities and initiatives. |

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| **Uniform Requirements** | • Office Attire, neat smart casual attire<br>• Uniform may be prescribed for service delivery requirements - to be laundered by you and always of a high standard. |
| **Other relevant job information** | • The occupant may be required to work specified hours to suit the needs of the business.<br>• The occupant may be required to work non-standard hours to suit the needs of the Guild's business activities and that of their team. |

**WORK REQUIREMENTS**

- National Criminal record check
- Criminal record check
- Working with Children Check
- Other licences and certifications as and when required for the role
- A level of fitness commensurate with the position, pre-employment medical exam may be required
- Ability and capacity to work outside of normal office hours when required

**COMPLIANCE AND LEGISLATIVE REQUIREMENTS**

**Guild Values and Code of Conduct:**
You must commit to and uphold the Guild's Mission, Values and Code of Conduct. For more information please visit here.

**Occupational Safety and Health**
At the Guild, safety is the responsibility of all staff. All supervising staff and managers are obliged to ensure the Guild's safe systems of work are being applied in areas under their control. You are expected to comply with these safety systems and follow reasonable directions given in relation to workplace safety and health. Acting in a manner which puts you or others at risk of serious injury or illness may lead to you becoming the subject of disciplinary action.

**Diversity, Equity, Equality and Fairness**
You are expected to value and celebrate diversity, and to:

- Cultivate a community which enables its members to achieve their full potential
- Embrace, promote and celebrate diversity within our Community and ensure equality of opportunity

**You must familiarise yourself and comply with all other Guild policies, procedures and legislation relevant to this position.**