

Flinders Campus Community Services Inc.

Position Description

Position Title	Student Support & Advocacy Officer
Classification	A02 \$49,326 - \$55741
Status	Full Time
Department	Student Hub
Reports To	Hub Manager
No. Subordinates	Nil

1. Advocacy & Casework

- 1.1 Advise and counsel students on matters concerning academic progress including unsatisfactory progress, special considerations and appeals.
- 1.2 Provide advocacy support to students in academic progress matters.
- 1.3 Provide counseling and support to students, in conjunction with other counseling services on campus, on a crisis and short term basis.
- 1.4 Provide information and advice to students on tenancy issues, Centrelink payments and other income support and financial aid available to students.
- 1.5 Assist students with the preparation of applications and appeals to outside agencies and government departments.
- 1.6 Liaise with relevant external organizations to provide services to students on campus.

2. Information & Resources

- 2.1 Prepare student information publications as required.
- 2.2 Provide information and input to the FCCS website.
- 2.3 Develop and implement student support programmes, including publications, theme weeks and forums.
- 2.4 Maintain up to date knowledge of income support entitlements, student grants and loans, and government and private welfare agencies which assist students.
- 2.5 Keep fully informed on government policy, guidelines and legislation and University policies which affect students, including international and full fee paying students, and be able to advocate within those parameters.

3. Administrative

- 3.1 Maintain the Student Assist booking system.
- 3.2 Maintain comprehensive case notes in line with office procedures.
- 3.3 Work within the multi-function Student Hub team and assist when required.

4. Any other duties within your skill and competency.