

**POSITION DESCRIPTION – SCHEDULE A**
**POSITION DESCRIPTION DOCUMENT PURPOSE**

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed in order to fulfil the role.

**POSITION DETAILS**

<b>Position Title:</b>	Student Counsellor & Advocacy Officer
<b>School / Division:</b>	Office of Student Administration and Experience (OSAE)
<b>Award</b>	Educational Services (Post-Secondary Education) Award 2010 <a href="http://awardviewer.fwo.gov.au/award/show/MA000075">http://awardviewer.fwo.gov.au/award/show/MA000075</a>
<b>Time Fraction</b>	Full-time, 38 hours a week
<b>Campus:</b>	Melbourne
<b>Reporting to:</b>	Campus Director or nominee

**ROLE**

The Student Counsellor provides assistance to students over a range of areas including: over the counter enquiries, counselling & welfare support, advocacy support, student support services, organising and carrying out a number of student events throughout the year, educational and career related events/services, international student affairs including immigration matters, operational and day to day matters & general administration. This position is also one to advocate for students within the MIT environment.

The Student Counsellor works individually and under the direct supervision of the Campus Director or nominee and has autonomy in prioritising and completing tasks. This involves working professionally and co-operatively in a team environment.

## MIT VISION AND GOALS

### **MIT: A proud history, a confident future**

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment- focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

### **Vision**

MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

### **Mission**

MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

### **Values**

- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

### **MIT's overarching goals are to:**

- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2024
- Progress towards achieving University College status by 2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre-pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

## MIT ORGANISATIONAL STRUCTURE

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:

- Chief Executive Officer,
- Managing Director,
- Group General Manager and Human Resources Director (pro tem) and
- Executive Dean

## RESPONSIBILITIES

The Student counsellor is responsible for the support provided to students to assist them to maximise their MIT experience and academic achievement. The Counselling Service supports students to address any issues or concerns which impact on their studies through a range of activities including, one on one counselling, workshops, and advocacy. The Counselling Service provides immediate assistance to staff and students in crisis. The responsibility incorporates the areas as set out below. Additional responsibilities will be added subject to an agreement between the parties. Such additional responsibilities may include those prescribed by the regulator (TEQSA) from time to time.

Area	Outcomes
Student Welfare and Counselling	<ul style="list-style-type: none"> <li>▪ Provide individual and/or group counselling to students on a range of educational, personal or any other issues.</li> <li>▪ Act as an advisor and or consultant to students on issues related to the emotional aspects of learning and to students' welfare.</li> <li>▪ Provide assistance to international students in cultural acclimatisation</li> <li>▪ Provide assistance to domestic students in raising their awareness of cultural differences</li> <li>▪ Provide career and soft skills advise</li> <li>▪ Provide assistance to 'at risk students' to help them with their study skills or other related areas, including the formation of Intervention Strategies.</li> <li>▪ Organise on-campus job seeking activities including one on one with students and group workshops.</li> </ul>
Implementation of Policy, Procedures and guidelines	<p>Assist the Associate Director of OSAE to:</p> <ul style="list-style-type: none"> <li>▪ Assess the nature and delivery of suitable student counselling support</li> <li>▪ Develop as required plans, processes, and procedures specific to student support section within the framework of MIT's policies and procedures. Such plans, process and guidelines must be approved by the Manager prior to implementation.</li> <li>▪ Provide advice to the reporting officer in matters relating to students affairs particularly in assisting to look after the welfare of all the students.</li> <li>▪ Ensure the implementation of relevant MIT student counselling services</li> </ul>
Student Advocacy	<ul style="list-style-type: none"> <li>▪ Provide free, independent and confidential advice and support to students, on all matters concerning academic and administrative rights.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Represent or advocate for students in meetings or discussions with staff and committees, and guide students through MIT or Federation Uni processes including appeals, complaints or misconduct findings.</li> <li>▪ Assist students with equity and welfare issues that may be affecting their ability to study, and liaise with and refer students to appropriate departments/staff, and/or refer students to appropriate community organisations as required.</li> </ul>
Student Welfare	<ul style="list-style-type: none"> <li>▪ Assist in all areas of student welfare, including study skills programs and career seminars.</li> <li>▪ Work on programs that will assist the integration of domestic and international students and to look at functions that will benefit their personal development.</li> <li>▪ Ensure under 18 students are looked after as per MIT's policies and procedures that govern this function and legislative requirements.</li> </ul>
Management and organisation	<p>Assist the Associate Director of OSAE to:</p> <ul style="list-style-type: none"> <li>▪ Manage the implementation of policies relating to students.</li> <li>▪ Assist students with appeals and liaison with MIT Partners</li> <li>▪ To manage and maintain proper records for all the counselling sessions held for future reference and audit purposes.</li> <li>▪ To organise talks, seminars and student development programs on areas relevant to the students.</li> <li>▪ To deliver talks during the orientation periods</li> </ul>
Liaison and interaction	<ul style="list-style-type: none"> <li>▪ Establish and maintain links between government departments and other related government agencies or partner university when required, pertaining to students' matters.</li> <li>▪ Liaise closely with other divisions namely Schools and the Language Centre.</li> </ul>
Alumni	<ul style="list-style-type: none"> <li>▪ Establish and maintain links with MIT Alumni. Engage and organise Alumni events at MIT in conjunction with the Associate Director.</li> </ul>
Reporting	<p>Provide regular written reports to the Associate Director of OSAE.</p> <ul style="list-style-type: none"> <li>▪ On a weekly basis, on all activities undertaken to improve the welfare and affairs of all students at MIT.</li> <li>▪ On a monthly basis on the overall state of the MIT counselling function/matters (must include a summary of student issues, specific issues and how such issues were resolved etc)</li> <li>▪ On a trimester basis (must include a summary of students counselled during the semester and the type of counselling requested/applications received – ordered from the most popular to the least accessed.</li> <li>▪ On a trimester basis the number of students that access the advocacy services at MIT outcomes for such cases</li> </ul>
Special projects	<p>Ensure special projects and tasks assigned (as may be from time to time) are carried out efficiently and effectively</p>
Other duties	<p>Other projects or duties as required from time to time, as agreed upon by both parties and directed by Associate Director or Management</p>

**KEY SELECTION CRITERIA**

Application/cover letter and/or resume must address the qualification/knowledge/experience/attributes section under the key selection criteria

Qualifications: Include all educational and training qualification, professional membership, criminal record check report	Requirement
Completed University Degree in relevant area (i.e., Bachelor of Psychology or similar discipline)	Mandatory
Registered as a psychologist with the Psychology Board of Australia, member of the Australian Psychological Society  OR	Mandatory
Active Registration & Membership with one of the following bodies: PACFA » Psychotherapy and Counselling Federation of Australia Australian Counselling Association Australian Association of Social Workers	
<b>Knowledge/Experience/Attitude/Skills</b>	
Excellent communication skills both verbal and written	Mandatory
Ability to counsel and advise students in a tertiary educational environment	Mandatory
Team contributor with the ability to work independently	Mandatory
Excellent interpersonal skills and demonstrated ability to work effectively and consultatively in teamwork environment	Highly desirable
Appreciation of cultural awareness and issues relating to the diverse backgrounds of the student body	Highly desirable
Knowledge of the Australian education system legislative requirements pertaining to International students	Highly desirable
Customer focus with a passion to assist students	Highly desirable
Proven experience with a range of counselling styles, e.g., crisis counselling, individual and group counselling, large group presentations, cross-cultural counselling	Highly desirable

**PERFORMANCE MANAGEMENT - SCHEDULE B**

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review. Areas of performance focus for this role (together with example measurement tool) are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director or nominee.

Focus area	Measure - example
Student counselling and retention	Student Survey, statistics and evaluation forms
Efficient systems and procedures	Providing regular reports to Manager
Relationships	Survey results – staff, student Evaluation from partners
Student Advocacy	Success rate for student considerations, appeals and other relevant student matters Student Feedback survey Number of students referred to outside organisations Number of students using the service