

# Volunteer Position Description

**Position Title:** MSA Department Experience – Teaching Assistant Volunteer

**Unit:** Department

**Reports to:** MSA Monash Training and Professional Development Manager

**Effective Date:** As specified by the course

**Incumbent Signature** Date

## APPROVED BY SUPERVISOR TITLE

**SIGNATURE** Date

# ORGANISATIONAL CONTEXT

## Monash Student Association:

Located at the Clayton Campus of Monash University the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs.

## Position Summary:

The Monash Training and Professional Development is a not-for-profit service provided by the Monash Student Association. MONASH Training and Professional Development (Formerly Monash Short Courses) prides itself on delivering high quality training focused on improving personal development, practical working skills and business skills.

As a Registered Training Organisation we cater for everyone, offering a range of Online, Short Courses, and Nationally Recognised Qualifications. We are located at Monash University Clayton Campus, close to public transport and all amenities. The Centre employs a part-time manager and four full time administrative and promotional staff, as well as over 40 specialist tutors who teach courses over two semesters each year.

The volunteer teaching assistant will play a support role to the teaching staff, operating under the direction of both the instructor and the Monash Training and Professional Development Manager, who reports directly to the Executive Officer. The teaching assistant will be expected to work as a part of a team to ensure that the short courses are delivered in accordance with the guidelines and requirements of the course in addition to the association’s policies and procedures.

The volunteer is asked to report to the Monash Training and Professional Development Manager. This position is located at the Association’s offices at Clayton campus.

The length of the volunteering period depends on the requirements of the course. Should the course not run, the volunteering opportunity will no longer be available. This is subject to confirmation with the Monash Training and Professional Development manager.

On completion, the volunteer will receive a Volunteer Certificate in Teaching Assistant and one reference letter from the Monash Training and Professional Development Manager or Instructor.

As per the *MSA Volunteer Reward Program*, for each hour that the volunteer is required they will be rewarded with 1 Reward Points. No more than 120 Hours/60 Reward Points can be claimed per term. To claim Rewards Points, the volunteer must record points using the MSA Volunteer Position Log (Form is located on the MSA Website).

# KEY RESULTS AREAS AND RESPONSIBILITIES

## Operational

* As part of the Monash Training and Professional Development team, the volunteer will be asked to complete duties in some or all of the following areas:
  + - Photocopying
    - Collating teaching resources
    - Following up student inquiries
    - Setting up & tidying rooms and equipment
    - Support the students in their learning and assist where possible
    - Ensuring completion of feedback forms or other specified forms.
    - Notify MTPD office staff of any issues, including re-stocking of tea/coffee
* Maintain a safe work environment and standard of operation.
* Ensure a professional level of customer service is achieved at all times.
* Ensure that established sanitation and safety standards are maintained.

## Policy, Procedures, Quality and Systems

* + Contribute to policy or procedural initiatives.
  + Ensure that the MSA volunteer policies and procedures are strictly adhered to.

## Leadership and Management

* + Ensure OH&S compliance.
  + Provide continual feedback on efficiency and performance.
  + Ensure statutory requirements and MSA policy, are being adhered to by students who are volunteering within area of responsibility.

## People Management Requirements

* + Treat employees, customers and peers with honesty, fairness and respect.
  + Demonstrate the values of Monash Student Association.
  + Act in a manner that is consistent with Monash Student Association’s culture, values and strategic vision at all times.

## OH&S Requirements

* + Conduct your duties in a safe manner at all times, resulting in no injuries to yourself or others.
  + Maintain a safe workplace in accordance with Monash University and Monash Student Association guidelines.
  + Comply with all legislative OH&S requirements, including but not limited to, reporting all hazards immediately, reporting all incidents immediately, participating in OH&S training and ensuring all necessary licences, registrations and certificates pertaining to the role are in place.
  + Correctly use Personal Protective Equipment (PPE) and other equipment when required.

## KEY RESULTS AREAS

* + Works well in a team environment, both within the immediate area of responsibility and that of the wider Monash Student Association.

# KEY SELECTION CRITERIA

## Essential\*

1. Current enrolment in an undergraduate degree at Monash University.
2. High level of computer literacy, preferably with sound skills in Microsoft Office and Adobe suite programs.
3. Proven ability in completing a varied and complex workload in a timely and effective manner in conjunction with maintaining attention to details and accuracy.
4. Initiative in problem solving and recommending solutions to group goals.
5. Ability to deal efficiently and tactfully with sensitive and confidential matters.
6. Interpersonal skills, with demonstrated strong written and oral communication skills. Ability to develop and maintain constructive working relationships at all levels and across diverse groups.
7. Proficient communication skills at all levels.
8. Enthusiasm for working with and for students in the tertiary environment.

\*See list of available positions for additional requirements as position requirements vary according to subject content.

## Desirable

1. Office Administration experience.
2. An understanding of the principles of not-for-profit organisation.

# OTHER JOB RELATED INFORMATION

*This position is a volunteer role. No remuneration is provided for work undertaken.*

*MSA Volunteers may be eligible for the ‘MSA Volunteer Certificate’ as per the MSA volunteer policies and procedures.*