



## Position Description

**Position Title:** Student Advocacy and Support Advisor (SASA)  
**Reports to:** Student Advocacy Officer  
**Classification Level:** SUE 2, increment 4  
**Fraction:** Casual  
**Main purpose of role:** Advise students going through Monash University's Academic Review process  
**Works closely with:** Other Student Advocacy and Support staff  
**Effective Date:** October 2022

*I have read, understood and agree to comply with the position description*

**INCUMBENT** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **Date** \_\_\_\_\_

**APPROVED BY SUPERVISOR** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **Date** \_\_\_\_\_

## **ORGANISATIONAL CONTEXT**

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### **Monash Student Association**

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 37,000 students that it represents on the Monash Clayton Campus. Located on 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. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

### **Position Summary**

Student Advocacy and Support is a department of the MSA, which exists to further the interests of undergraduate students at the Clayton and Parkville campuses of Monash University. The MSA is a separate entity from the University; however, it is part of the Monash community, and is recognised as a representative for undergraduate students at Clayton.

A Student Advocacy and Support Advisor (SASA) provides information, advice and limited advocacy to students facing Academic Review (possible exclusion) at Monash and on related matters throughout the year. SASAs also assist in the collection of student data for policy formulation purposes.

SASAs will assist students directly, and will also have direct dealings with faculty, administrative and academic staff. SASAs may make referrals to other support services as necessary. SASAs work as part of the Student Advocacy and Support team, reporting directly to the Student Advocacy and Support Officers, and receiving guidance and supervision from the same.

This position would suit a current (or graduate) university student who is looking to expand their skill-set. A formal qualification is not required, but preferred candidates may have a combination of relevant work-related experience or education/training within a university environment.

## KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
<b>CASE WORK</b>	
<p>Assist students in one-on-one interviews by reviewing documents and providing information and advice on written submissions, and in preparing students for hearings</p> <p>Explain options and provide information and limited advice to students on Academic Review processes and outcomes</p> <p>Assist/prepare students immediately before their hearings within a limited timeframe</p> <p>Accompany students to hearings and provide support and limited advocacy (as allowed by process)</p> <p>Provide a debrief and referral assistance to students after their hearing</p> <p>Facilitate students' abilities to manage their circumstances on their own</p>	<p>Student Advocacy and Support Advisors are expected to assist students in a timely manner and within MSA policies and procedures with:</p> <ul style="list-style-type: none"> <li>● Exploring options for dealing with their situation;</li> <li>● Putting together requisite paperwork and identifying relevant evidence;</li> <li>● Presenting coherent and well-argued cases against exclusion from their courses;</li> <li>● Finding alternatives to study if studying is not appropriate; and/or</li> <li>● Making appropriate referrals to other support services</li> </ul>
<b>FACULTY LIAISON WORK</b>	
<p>Assist faculty Academic Progress Committees (APCs) where possible, and maintain a cooperative relationship with the University</p> <p>Debrief with the APCs as requested</p>	<p>Follow MSA and Monash University policies and procedures at all times</p> <p>Maintain a professional working relationship with MSA and Monash University staff</p>
<p>Collect confidential case files from faculty staff</p>	<p>Follow MSA and Monash University guidelines on the confidential handling of cases and case files</p>
<b>ADMINISTRATIVE WORK</b>	
<p>Maintain records of student hearings to assist in the preparation of appeals</p> <p>Prepare debrief notes at the conclusion of each day's hearings for feedback to the SAS office and university faculties</p> <p>Maintain adequate case notes and statistical data</p> <p>Assist with filing and administrative requirements of the SAS office</p>	<p>Follow MSA guidelines on the confidential handling of cases and case files</p> <p>Ensure case notes and data is entered in database accurately and in a timely manner</p>

<b>POLICY, PROCEDURES, QUALITY AND SYSTEMS</b>	
Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice  Notify supervisor of any non-compliance within department to avoid risk of MSA operating outside legislative requirements	To be carried out in line with MSA policies and strategic plan
<b>PEOPLE MANAGEMENT REQUIREMENTS</b>	
Actively participate in MSA Performance Support Program  Treat all workplace participants, students and customers with honesty, fairness and respect  Act in a manner that is aligned with MSA's culture, values and strategic vision at all times	To be carried out in line with MSA policies and procedures
<b>OHS REQUIREMENTS</b>	
Conduct duties in a safe manner at all times  Ensure all hazards and incidents are immediately reported  Compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements	Ensure information is accurate, up-to-date and timely  Prevention of avoidable injuries  Follow OHS and PPE Safety procedures
<b>OTHER RESPONSIBILITIES</b>	
Perform other appropriate duties and responsibilities as assigned by supervisor	Requested tasks are completed in a timely manner

## **KEY SELECTION CRITERIA**

<b>ESSENTIAL CRITERION</b>
A high level of interpersonal skills; including an approachable and welcoming demeanour and the capacity to support students who may be distressed and anxious
Excellent communication skills, both written and verbal, including the ability to edit and review documents and assist students in presenting their arguments verbally
Good word processing, database and spreadsheet skills (Microsoft Office) and familiarity with Google suite (Google docs)
Demonstrated ability to work with limited day-to-day supervision, including the ability to follow instructions and meet deadlines and work schedules

The ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
Ability to work independently and collaboratively and also the ability to manage multiple tasks and meet timelines in an effective and efficient manner
Demonstrated initiative, self-motivation, flexibility and problem solving skills; strong planning and organisational skills; tact and diplomacy
<b>DESIRABLE CRITERION</b>
Experience in advocacy, student support or related field
Understanding of Monash University's structures and processes
Evidence of commitment to social justice and equity principles
Knowledge and/or experience of working with not-for-profit or membership organisations, including community clubs or volunteer organisations
Knowledge and/or experience with students and/or young adults, preferably in the tertiary education environment

## **OTHER JOB-RELATED INFORMATION**

*This position is casual, with working hours variable and highly dependent on Faculty APC hearing schedules. Workloads may vary between one full day per fortnight to several days per week in peak periods, and may be flexible to meet staff availability. Because of the unpredictable nature of the workload, incumbents should not plan to rely on the SAS position to meet all living expenses.*

*The location of work can vary from remote-working to working on Clayton or Parkville campus, as required.*

*A full day of compulsory training (paid) is provided to all selected participants, as well as on-the-job training and you must be available all day for the training to be successful in applying for this role.*

*This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals. It may require working closely with elected student officers and must ensure at all times that any advice or information provided is impartial and objective. Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (s with all MSA policies and procedures) must be followed at all times.*