

Position Description – Work Integrated Learning Support Officer

Updated 28 March 2023

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Centre for Innovation in Learning and Teaching (CILT)
Supervisor	Work Integrated Learning Team Leader
Classification	Higher Education Officer Level 5
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working under general direction, the Work Integrated Learning Support Officer is responsible for providing a range of support services for the College's Work Integrated Learning (WIL) programs.</p> <p>This role works closely with the WIL Team Leader to leverage WIL opportunities externally with industry, and internally to assist with administration, matching students to placements, ensuring students meet requirements for, and promoting WIL to students, in order to enhance positive graduate outcomes.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred; contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>COVID-19 vaccination in accordance with the Flinders University COVID-19 Vaccination Policy (2022) is a condition of employment with the University. Any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption where relevant.</i></p>

KEY POSITION RESPONSIBILITIES

The Work Integrated Learning Support Officer is accountable for:

1. Providing a range of administrative services to support work integrated learning experiences across a range of educational settings. Specific tasks will vary from time to time, but will include work relating to the following activities:
 - assisting with identifying and establishing work integrated learning providers;
 - providing advice and information to students;
 - identifying of, liaising with, and the provision of information to, placement providers;
 - allocating of students to placement opportunities, and university liaisons to placements;
 - undertaking the administration required for placements including the preparation of contracts and processing all forms and paperwork;
 - processing and monitoring professional experience reports, evaluations and completions; and
 - supporting academic coordinators of professional experience.

Note: all of the above will be accurately documented and executed with the support of the University's Placement Management System and in accordance with University policies and procedures.
2. Providing timely advice to students, academics, practitioners and professional staff to support WIL supervision. In the event that a student requires special assistance, exercising sound judgement when dealing with sensitive or urgent issues relating to student placements.
3. Administering the pre placement/WIL experience requirements for students as appropriate to discipline and placement, including but not limited to academic achievement, language requirements, child protection screening, and vaccinations.
4. Assisting with the organisation and dissemination of WIL information sessions, training courses, websites and FLO sites and the identification of opportunities for expansion of the placement program.
5. Supporting global mobility programs and other WIL initiatives across the College including maintaining and extracting data and records in relevant systems and preparing reports and correspondence as requested.
6. Working collaboratively with University stakeholders such as Communications, Marketing and Engagement, Flinders International, Student Administration and Information and Digital Services, in order to provide a coordinated and professional service for students and industry.
7. Contributing to the review of systems, policies and procedures, with a view to continual improvement of services and to ensure that systems and processes are documented and up to date.
8. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Demonstrated relevant administrative experience and/or education and training.
- Knowledge and experience in relation to WIL program operations including liaising with students, academic staff members and external agencies.
- Well-developed organisational skills with demonstrated ability to prioritise understand operational situations and develop/initiate opportunities to resolve any such issues in order to meet deadlines.
- Well-developed written and oral communication and interpersonal skills, with a demonstrated ability to effectively work with a broad range of people including students, academic staff, professional staff and external organisations and an ability to prepare reports and correspondence.
- Demonstrated ability to work independently, exercise initiative and sound judgment, use problem solving skills and interpret and advise on policy and procedures.
- Demonstrated effective use of University systems and databases including the ability to extract reports on key data sets.
- Excellent customer service skills and a proven results orientated focus.