

Position Description – International Student Advisor

Updated 19 September 2022

POSITION DETAILS

College/Portfolio	Portfolio of the Vice-President and Pro Vice-Chancellor (International)
Organisational Unit	Flinders International
Supervisor (Title)	Manager, International Student Services
Classification	Higher Education Officer Level 7
Employment Type	Continuing, Full-Time

POSITION SUMMARY

Under broad direction, the International Student Advisor plays a key role in providing support services to international students to facilitate the effective integration of commencing and continuing international students and their families into the Flinders University and wider community.

The role also employs a case management approach for advice and support provided to international students and also ensures that the University fulfils its contractual or agreed service-related obligations to the Australian Awards Scholarship (AAS) program and foreign sponsoring agencies.

The position may require work outside of normal hours with restrictions on taking leave during peak work periods.

UNIVERSITY EXPECTATIONS AND VALUES

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:

- 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 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; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA). 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.

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.

KEY POSITION RESPONSIBILITIES

The International Student Advisor is accountable for:

1. Taking responsibility for the provision of a range of professional and administrative services relating to the support of international students, including:
 - Contributing to the design, delivery and evaluation of training and education resources and programs, for delivery to commencing and continuing international students and their families, institutional staff, external professional and community groups;
 - Providing advice and information to enrolled international students regarding services and accommodations within the University and external legislative requirements that affect their status, involving liaising with relevant administrative and academic staff of the University and external organisations including relevant Commonwealth and State Government departments;
 - Ensuring that critical incidents involving international students are coordinated and managed in accordance with the Team's Critical Incident Operational Procedures and within the framework of the University's policies and procedures;
 - Contributing to the development, implementation and reporting of projects undertaken by the International Student Services team and assisting the team to improve its programs and processes;
 - Collaborating with the Manager International Student Services to provide expert advice and information to senior University staff regarding legislative requirements and obligations for international students and how these might be met; and
 - Maintaining appropriate student records, collecting relevant data and engaging in relevant evaluation and research projects as required.
2. Contributing to Flinders International's planning and target setting by:
 - Testing strategies within international student services by overseeing the development and evaluation of new programs;
 - Monitoring the delivery of international student services and evaluating performance against plans and targets by analysing and reporting on outcomes achieved, and recommending courses of action.
3. Overseeing the effective case management of international students sponsored by the AAS program and foreign agencies. This includes but is not limited to:
 - Liaising with and providing advice to a range of academic and professional staff within Flinders International and University on the AAS and foreign sponsored student programs.
 - Understanding the implementation of policies and procedures relevant to AAS and foreign sponsored student programs;
 - Providing one to one and group consultations with AAS and sponsored students regarding academic, personal and health matters and the implications of foreign sponsored agency policy and contractual obligations on their scholarships;
 - Monitoring of enrolment and reporting on academic progress of sponsored students;
 - Undertaking case management, making independent assessments of individual student cases and recommending variations to scholarships after interpretation of relevant policy, based on personal, academic or health grounds;
 - Liaising with relevant AAS and foreign sponsoring agency representatives and stakeholders regarding all phases of the scholarship program; and
 - Contributing to the Introductory Academic Program for new AAS students.
4. Developing and maintaining excellent collaborative working relationships with external stakeholders, including agencies providing international student services and scholarships; and internal stakeholders including Colleges and other University Portfolios.
5. Taking initiative and provide caseload management support to other team members as required.
6. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- A tertiary qualification and subsequent relevant experience, or an equivalent combination of relevant experience and education/training.
- Comprehensive experience working in a counselling/advisory or case management role including the ability to exercise sound judgement when dealing with sensitive and complex matters; and, the ability to negotiate outcomes on behalf of clients.

- Demonstrated high-level administrative and organisational skills including the ability to work effectively in meeting tight deadlines.
- Demonstrated experience in the interpretation and implementation of University and Government policies and regulations.
- Demonstrated high-level interpersonal and cross-cultural communication skills and experience in working with people from other cultures.
- Demonstrated high-level written communication skills, including demonstrated skills in writing reports as well as conveying complex information simply in written form.
- Demonstrated high-level communication and negotiation skills including demonstrated ability to provide high quality advice to client groups and to plan and deliver presentations.
- Demonstrated high-level research and analytical skills including the ability to interpret statistical information and prepare clear and informative reports or related documents.
- Demonstrated ability to work independently as well as collaboratively in a team environment.
- Computer literacy and ability to use Microsoft suite of applications.
- Experience working with international students.