

Position Description – Team Leader - Student Advocacy and Welfare

Updated 11/12/2025

POSITION DETAILS	
Portfolio	Portfolio of the Deputy Vice Chancellor (Students)
Organisational Unit	Office of Student Engagement
Supervisor (Title)	Manager, Student Engagement
Classification	Higher Education Officer Level 7
Employment Type	Fixed-term, full-time

POSITION SUMMARY
<p>Under broad direction, the Team Leader – Student Advocacy and Welfare is responsible for providing line management, supervision and ongoing development of the Student Advocacy and Welfare Team. The Team Leader will ensure effective and timely services are provided to students, in line with the Flinders University Student Association (FUSA) Constitution and key University student-centred objectives.</p> <p>In addition, they will provide independent and confidential advocacy and welfare services to students including the administration of student loans, grants and emergency financial assistance and advice, and support and advocacy on a range of matters relating, but not limited, to the University's student related policies and procedures.</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; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A Nationally Coordinated Criminal History Check (NCCHC) 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>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).</i></p>

KEY POSITION RESPONSIBILITIES

The Team Leader – Student Advocacy and Welfare is accountable for:

1. Supervising staff, including monitoring workloads, professional standards, performance management, and facilitating professional development.
2. Address systemic issues, including coordinating preparation of submissions to the University regarding assessment issues, policy reviews and regular reports on advocacy and welfare activities and trends.
3. Maintaining relationships with key external and internal stakeholders including Student Council, academic staff and student services.
4. Providing line management of a professional financial counselling service, as distinct from the professional supervision required by South Australian Financial Counsellors Association. This includes monitoring of grant and emergency financial assistance provision.
5. The direct provision of advocacy, advice, and support to students on a range of academic, administrative and financial matters.
6. Leading the ongoing development of effective evaluation and review processes for the Student Advocacy and Welfare team.
7. Leading capacity building initiatives that educate and empower students to effectively self-advocate.
8. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- A relevant tertiary degree and experience in either advocacy, welfare, or other similar human service/student services roles.
- Demonstrated experience in providing leadership and supervision to staff including developing an effective team, establishing practices and guidelines, monitoring workflow, setting priorities and ensuring quality service provision.
- Demonstrated experience in providing advocacy support for a client group; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to provide advice and guidance on policy, procedure, and legislation for a client group.
- Demonstrated well-developed to high level written and verbal communication skills, including the ability to communicate in a professional manner with external agencies, students and staff, and prepare submissions and reports.
- Demonstrated well developed to high level negotiation skills, including ability to listen, articulate a position, and exercise judgement and problem-solving skills at a significant to high level.
- Demonstrated understanding of the diverse elements of a university community, and commitment to providing a service that is engaging and accessible to all students.
- Demonstrated familiarity with relevant University policies, Commonwealth legislation and Commonwealth student income support programs.