

Position Description – *Student Support and Outreach Officer*

Updated 20 May 2024

POSITION DETAILS

College/Portfolio	College of Medicine and Public Health
Organisational Unit	Discipline of Rural and Remote Health
Supervisor (Title)	Program Manager, Multidisciplinary Education Programs NT
Classification	Higher Education Officer level 5
Employment Type	Fixed-term, Full-time

POSITION SUMMARY

Under general direction, the Student Support and Outreach Officer is responsible for providing stakeholder management including student placement activities and student support activities at Flinders University Nhulunbuy Campus.

The role will work closely with the Director, University Department of Rural Health (UDRH) to identify placement opportunities with health organisations and engagement opportunities with local schools. They will work collaboratively with the student placement, student support staff, and external partners to support students in Nhulunbuy.

The incumbent will be required to reside in Nhulunbuy.

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.

Northern Territory Government legislation (the Care and Protection of Children Act 2007) now requires all individuals in child related employment or whose duties involve, or are likely to involve, contact with a child, to hold a valid 'Working with Children Clearance' (Ochre Card). This position involves child related work and is assessed as requiring a Working with Children Clearance/Ochre Card.

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.

An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). If required, 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 Student Support and Outreach Officer is accountable for:

1. Delivery, coordination and administration of services to students, including services related to orientation, preparation and distribution of resources relating to external organisations and cultural information.
2. Liaising with a wide range of university services to ensure the provision of effective services within available resources to meet students' needs.
3. Collaborating with program administrators to best allocate available resources to maximise high quality student experiences and learning opportunities.
4. Liaise with health organisations hosting students undertaking placements.
5. Undertaking project work in collaboration with the Director UDRH.
6. Engaging with internal and external stakeholders to promote and coordinate Student Engagement programs and initiatives with local schools.
7. Provide functional supervision to junior administration staff at Nhulunbuy Campus.
8. Supporting the health and wellbeing of students who are academically and socially isolated from their support networks whilst on rural placement.
9. There is a need for flexibility on occasion in working hours, including being on call, and working after hours and at weekends.
10. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Relevant degree or equivalent combination of relevant experience and/or education/training.
- Well-developed project management, organisational, and administrative skills including the ability to exercise initiative, prioritise, identify innovations, problem solve, and meet deadlines.
- Demonstrated effective communication, customer service, and interpersonal skills, with the ability to develop productive relationships with staff at all levels within the organisation, students, and external stakeholders.
- Demonstrated well-developed written communication skills, with capacity to compile and analyse data and prepare internal and external reports.
- Demonstrated project management skills and the ability to exercise initiative, establish priorities, problem solve and meet deadlines.
- Demonstrated well-developed skills with Microsoft Office suite and extensive experience with complex booking management and financial systems relevant to accommodation.
- Demonstrated commitment to continuous business process improvement initiatives to evaluate business systems, policies, processes, and procedures and generating solutions.
- Demonstrated ability to work autonomously, accurately, and with close attention to detail, as well as working collaboratively as part of a team to deliver operational services in a high-volume work environment to achieve strategic outcomes.
- A driver's licence is essential for this position. Four-wheel driving experience and/or training is desirable.