Position Description

Position details			
Position	Student Services, Partnership and Engagement Coordinator	**Location**	CUC Mallee, Swan Hill
Reports to	Centre Manager	**Employment type**	Up to 1.0 FTE Approx. $50/hr depending on experience/qualifications

Purpose of the role
The Student Services Coordinator delivers the Academic Support program providing a comprehensive range of student engagement strategies, providing academic and learning skills, to regional students studying a Certificate III or above. The Student Services Coordinator works as part of a team to enhance student learning experiences through a holistic approach to student support, including the provision of tailored one-on-one and group sessions. The Partnership and Engagement Coordinator works closely with the Centre Manager in the identification and development of student engagement initiatives at CUC Mallee. The Partnership and Engagement Coordinator will work within the CUC Mallee team, to co-ordinate and deliver schools and community outreach programs. The Partnership and Engagement Coordinator will work with local education, community, industry and business groups to promote and support higher education. The Student Services, Partnership and Engagement Coordinator will work as part of a team with the Centre Manager and other Centre staff to ensure the Centre runs smoothly and efficiently.

Major Responsibilities – Student Services Coordinator
Provide students who may be struggling academically with appropriate intervention.
Offer one-on-one consultation sessions, academic monitoring and provide constructive feedback on assessment tasks to support the development of academic skills.
Host student workshops as part of the academic skills programs and other areas as needed.
Work with staff and students to develop and share resources on learning skills and academic topics.
Develop and implement new programs and activities to enhance the student learning experience
Participate in professional development activities which strengthen skills relating to academic support, working with diverse student populations or provision of programs which may enhance the student learning experience.
Document, as appropriate, one-on-one student engagement activities on the CUC Mallee database.
Research, develop and implement new programs and activities to enhance the student learning experience
Participate in the evaluation of the Academic Support program.
Willingness to take on additional responsibilities that arise

Major Responsibilities – Partnership and Engagement Coordinator
Provide orientation to newly registered students.
Identify students who may be struggling academically/and or personally, or otherwise at risk and provide appropriate referral.
Work with local industry, education, community and business groups to facilitate students' placement and employment as part of the Employment Support Program (ESP).
Provide generic advice on course aspirations, subject selection, credit transfer, university services and university policies and procedures, and scholarships.
Work with local industry, education, community and business groups to implement the Partnership Plan, including new partnership opportunities as they arise.
Review and deliver the Senior Schools Framework to support students with their secondary school journey and to promote access to support services for higher education
Develop a Mentors program for CUC Mallee students, utilising Community Mentors and CUC Mallee alumni to provide support to students.
Manage and review the Student Ambassador program – utilising our Student Ambassadors to assist and support with community and student outreach programs.
Represent the CUC at relevant community events to build and maintain community awareness and knowledge of the CUC. Contribute to relevant community relations projects as needed.
Provide a range of social activities for students as part of a holistic approach to the student experience.
Participate in a 6-monthly evaluation of the Partnership and Engagement program.
Develop and implement new programs and activities to enhance the student learning experience
Participate in professional development training to strengthen the ability to work with diverse student populations or provision of programs which may enhance the student learning experience.
Document, as appropriate, one-on-one student engagement activities on the CUC Mallee database.
Willingness to take on additional responsibilities that arise

Skills and Experience
Excellent high-level interpersonal and communication skills, including the ability to connect with others and consult, negotiate, problem-solve and liaise effectively with a diverse range of people.
Experience in coordinating activities or events with young people in an educational environment.
Demonstrated ability to work collaboratively in a small team to achieve collective outcomes and contribute to a positive team environment.
Demonstrated ability to speak publicly, make presentations, and coordinate activities with school students, parents, teachers, community groups and industry.
Proven time management and organisational skills with the ability to manage competing priorities.
Demonstrate passion and enthusiasm to create opportunities for regional students.
Professional communication and reporting skills, including to students, Centre Manager and stakeholders.

Essential
Ability to work varying hours including outside of work time to deliver support services to students and attend events.
Current Drivers Licence and willingness to use personal vehicle for occasional in town tasks.
Current, or willingness to obtain, a Working with Children Check and Police Check.
Completed or in the process of completing an undergraduate degree.
Demonstrated proficiency in digital technologies.

Desirable
Experience working in schools, universities, TAFE or community services.
Recent University level of study
Postgraduate degree or currently working towards its completion (Student Services Coordinator only)

Other information
▪ Flexible working hours will be negotiated, as well as time in lieu, for work outside of normal hours. ▪ The successful applicant will be expected to work as part of a small team and contribute to the day-to-day operations of the Centre where needed. ▪ This position falls under the Educational Services - Post-Secondary Award – Level 7.