

Compass Co-ordinator – Bundoora/ Brunswick(Temporary)

Position No.

Organisational Unit Student Advocacy and Representation

Location This is a cross campus position with an office based at both RMIT Bundoora and Brunswick Campuses. The incumbent will be required to travel to and work at other RMIT Melbourne campuses on occasion as directed.

Classification SUE 5.1

Salary \$82,602 Full time equivalent (\$66,081 for 0.8 FTE) + Superannuation

Superannuation UniSuper or other as indicated by incumbent

Employment Type 0.8 FTE (56 hours per fortnight) 4 days/week Monday to Thursday.

12 month Temporary Contract (September 2017 to September 2018).

Other Benefits Good conditions of annual leave and superannuation. Student Union employees are covered by an Enterprise Agreement.

Current Occupant

Closing Date 5pm Sunday 10 September

Contact For further details and to apply, email rusu.jobs@rmit.edu.au or phone (03) 9925 9478 or 9925 1842 and ask for Alaina.

Advice to Applicants Applicants **must specifically address the selection criteria** and provide a detailed curriculum vitae by the closing date. Please include the names, phone numbers and email addresses of two referees in your application.

All applications should be sent via email to rusu.jobs@rmit.edu.au by the closing date above. Late applications will not be accepted.

About the RMIT University Student Union (RUSU)

The RMIT University Student Union (RUSU) is the representative body of around 65,000 RMIT University students and is an independent organisation from RMIT University. RUSU has an annual operating budget of over \$4 million and employs over 20 paid staff members and 12 casuals. It is governed by 25 elected student office bearers, most of who receive an honorarium. RUSU's main offices are located in the CBD; however, we operate offices and provide services on outlying campuses in Bundoora and Brunswick.

RUSU represents students' interests and undertakes a vast range of activities that enhance and foster an active and informed student life on campus. This is done through:

- The provision of student information and referral services
- Undertaking campaigns, education and training programs, forums and workshops including the promotion of student welfare and advocacy and student complaint resolution
- Providing a diverse range of social and cultural activities, such as Orientation and Re-Orientation, lunchtime and night time activities
- Coordinating a wide range of student clubs and offering a variety of accredited training courses
- Providing a professional accredited volunteer program for RMIT students
- Operating RUSU Realfoods - vegetarian and vegan, organic and fair-trade cafés
- Producing a number of student publications, operating a TV production house and maintaining a website/social media presence.

Working Environment / Important Personal Attributes

This position within RUSU offers a unique and rewarding working environment whereby elected student representatives are the managers and supervisors. They are elected annually and change every year, hence the position is subject to serving a new 'Student Management' team each year. The elected student representatives are supported by a range of permanent paid professional staff, including the Compass Coordinators.

Whilst some of the students may lack previous experience in welfare and advocacy, the majority are enthusiastic, keen to learn and be mentored during their term of office. They are not paid staff, but do receive a small honorarium and may need to work part-time, in addition to their role at RUSU and their tertiary studies.

Therefore all RUSU staff must have excellent interpersonal skills and enjoy working with young adults in a dynamic, fun and at times busy environment. They must also possess a willingness to share their knowledge and experience to develop and support these young students in their roles as student representatives and as volunteers.

Organisational Unit

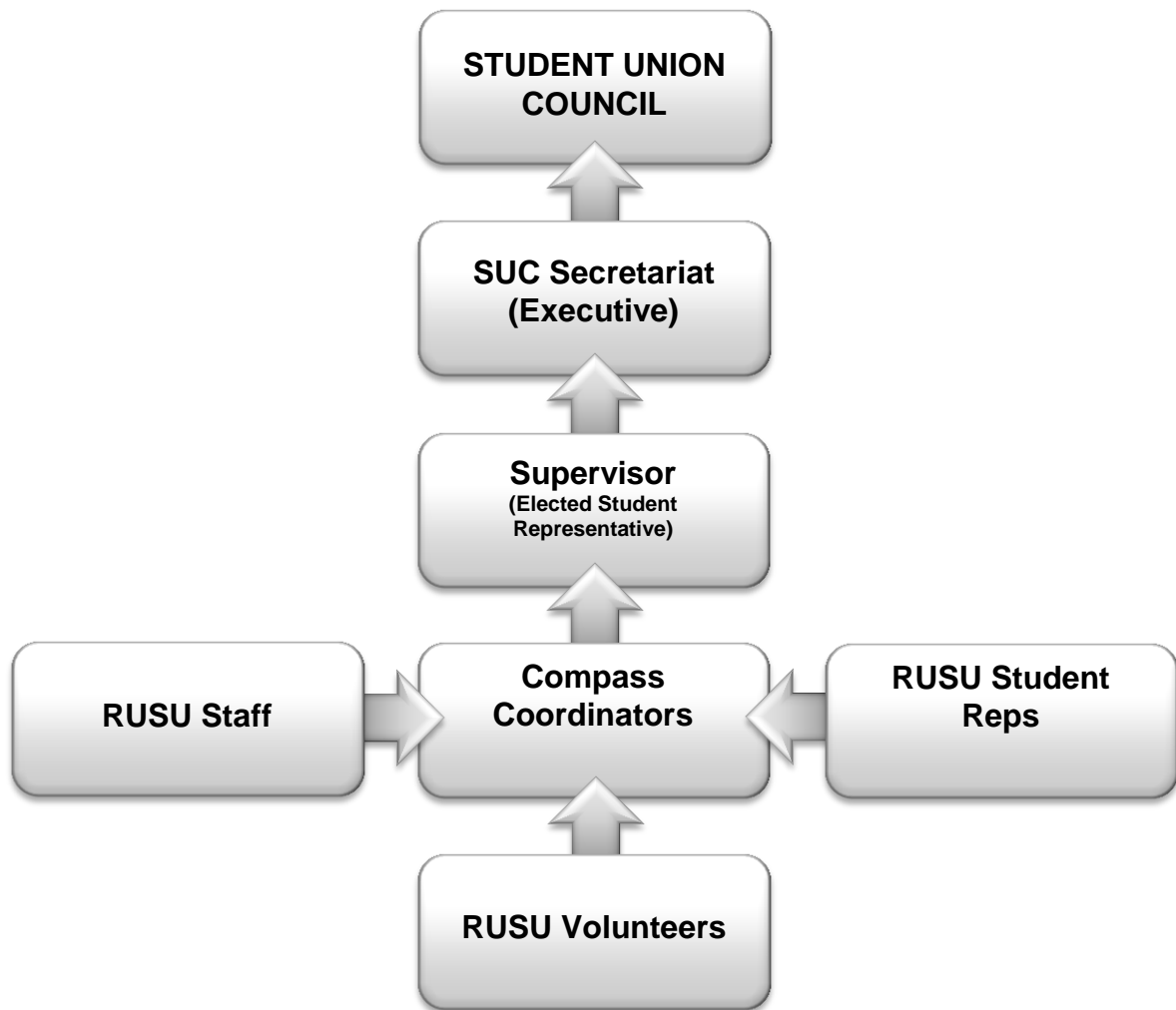
The initial idea for Compass was developed by students to provide a relaxed peer to peer welfare support service on campus. It has now been in operation on the City campus for seven years. In 2017 we received funding to operate Compass Drop In Centres/ Outreach programs four days week at the RMIT Bundoora and Brunswick campuses.

The Compass program includes an on campus drop in space, Compass Cupboard (food bank), several major outreach events each semester (e.g. Stress Less Weeks, 5 weeks of Wellness, R U Ok Day) and advocacy for student welfare issues within the broader University community. On the City campus the Drop in Centre is primarily staffed by student volunteers. Our aim is to replicate this model at Bundoora campus in the future. At Brunswick the Drop in Centre is staffed by the Compass Coordinator staff member, with volunteers involved in outreach activities.

Compass aims to provide relevant and easily accessible information about RMIT, community, welfare, legal and rights based services available to RMIT students through; referrals, information resources, organising forums and outreach.

Compass is part of the Welfare and Education department of the Student Union and receives input, direction and support from the elected student Welfare Officer and student supervisor. There is one 0.8 FTE Compass Coordinator based on the City Campus and one 0.8 FTE Compass Coordinator based at Bundoora/Brunswick campuses. The Compass Coordinators also works closely with other staff members such as the Student Rights Officers, Campaigns Officer and Student Engagement Officer.

Organisational Chart



1. Position Summary

Compass is a new service at the Bundoora and Brunswick campuses. The Compass Drop in space has already been built at Brunswick and is currently being planned for Bundoora campus. This position is responsible for developing, growing and promoting the Compass Drop-in Centre & outreach programs. This requires; intensive networking, outreach, promotional activities, student engagement and the development of the profile of Compass.

Specifically, the service is designed to provide welfare support, information and referrals to RMIT students.

The Compass Coordinator both supervises trained student volunteers who work in the Drop-in centre (Bundoora) as well as directly staffing the Drop-in centre (Brunswick, & Bundoora where required).

Welfare Outreach and Events

The Compass Coordinator is responsible for providing welfare outreach events at Bundoora and Brunswick campuses with guidance from the elected Welfare Officer, student supervisor and assistance from volunteers.

The position will also identify key social, legal and welfare issues affecting students and contribute to raising the awareness of and promoting appropriate responses to these issues. This may involve campaigns, organising forums, outreach, data collection and basic research projects. This may be done in conjunction with the City Compass Coordinator.

Volunteer Recruitment, Training and Supervision

The Compass Coordinator is responsible for recruiting volunteers from the Social Work, Youth Work and Psychology programs at RMIT, training them in their role and supervising them as they work in the drop in space and at outreach events. Alongside the Student Engagement Officer the Compass Coordinator will also make sure that the volunteers have a meaningful learning experience and work within RUSU's volunteer policies.

2. Key Responsibilities

- Develop ,expand and promote Compass at Bundoora and Brunswick and ensure the service remains up to date and relevant to student needs.
- Conduct outreach activities, targeted programs and information/education campaigns in conjunction with student representatives to promote the Compass Drop In Centre and relevant student welfare and equity issues.
- Ensure the development and maintenance of meaningful networks and open communication with relevant RMIT student support services, community welfare agencies, community legal services and relevant government welfare agencies
- Maintain and update an information and referrals resource of RMIT, community and government agencies relevant to student welfare, emergency and legal concerns. Refer

students to Student Rights Officers, RMIT Student Services and community and government services, as appropriate

- Identify key or recurrent issues affecting students and work with RUSU, RMIT and community agencies on appropriate responses, including providing input into research and campaigns
- Provide advocacy and support for students facing barriers resolving welfare & equity concerns outside of the university
- Facilitate the general flow of information to the student body about their rights and responsibilities, welfare, equity and legal issues and services available to assist them through:
 - sourcing and distributing printed and electronic information/education resources and publications from key agencies, RMIT and RUSU departments
 - Contributing to the development or compilation of printed and electronic information on key welfare, equity and legal issues
 - ensuring Compass' online materials are maintained and up to date.
- Establish and maintain the Compass Cupboard (Foodbank) service on each campus
- Oversee the Compass volunteer program including; recruitment, training and rostering and providing support and supervision for student volunteers and placement students
- Organising, developing and/or delivering effective training programs regarding Compass programs and processes for student representatives, staff, volunteers and placement students
- Provide a reference point for office bearers and staff on issues affecting tertiary students' welfare and equity and the impact of these on their ability to study
- Record use of the service in the Compass data base and undertake ongoing monitoring and reporting activities that will contribute to the review and evaluation of the program.
- Contribute, collaboratively, towards the achievement of the aims and objectives of the Student Union.

3. Selection Criteria

3.1 Essential

- A relevant tertiary degree in Social Work or Youth Work with at least two years subsequent relevant experience within the tertiary education and/or community sector
- Knowledge of the community and tertiary education sectors and relevant policies affecting students' welfare and equity and the impact of these on their ability to undertake successful study
- Genuine desire to support students in need, with a strong understanding of social justice and ability to approach work with empathy and understanding
- Experience recruiting, training and supervising volunteers and/or placement students

- Experience delivering effective outreach programs/events and conducting program promotion
- Demonstrated advocacy and high level networking skills
- Experience in assessing risk and managing clients in crisis
- Experience in data collection, submission and report writing
- Sound knowledge of welfare and equity issues and knowledge of community services and referrals processes
- High-level written and verbal communication skills and demonstrated ability to work with people from a diverse range of organisations and backgrounds
- High-level of organisational and administrative skills and ability to prioritise work commitments
- Demonstrated ability to develop budgets and work within budget and project guidelines.
- Demonstrated computer skills including word processing, basic spread sheets, email and internet, using industry standard applications
- Proven strong team working ability and the capability to take initiative where necessary and appropriate.
- An understanding of, and commitment to, the principle of student control over student affairs.
- Current Working with Children Check (or willingness to obtain).

3.2 Desirable

- Knowledge of RMIT University Student Union or the RMIT environment
- Established networks with relevant community organisations/agencies such as welfare agencies, community legal services, student support services, migrant support services
- The ability to deliver training packages.

4. Special Requirements

Nil

5. Job Complexity, Skills, Knowledge

Level of Supervision, Independence

The incumbent works under the general direction of the elected Student representative.

Duties of this position are often conducted collaboratively with Student Union Officer bearers and staff, in particular the Compass Coordinator (City), Campaigns Officer and Student Rights Officers. This position regularly works with RUSU elected office bearers and with student volunteers.

The incumbent will have support available from the Student Engagement Officer with issues related specifically to volunteers.

This position is required to provide work reports to their supervisor and to provide quarterly reports on outcomes and achievements of the department to the Governance and Development Officer.

Problem solving and judgement

The incumbent provides advice to the Student Union by identifying issues affecting students and possible outcomes in addressing these issues. This includes strategic analysis and the options for the future direction of campaigns and/or policies of RUSU.

Judgement and advice also focuses on the needs of student welfare and on the needs of the student constituency in general.

The incumbent is expected to have a high level of ability and experience in advocacy, networking, the provision of advice and referrals.

Professional and organisational knowledge

The position requires professional knowledge, which comes from professional qualifications, experience in the community or tertiary education sector, Student Unions and/or community and welfare sectors. The position requires an ability to quickly develop extensive knowledge of the University and Student Union structures, processes and systems, community support services and referral processes.

It is also desirable to have knowledge of relevant State and Federal policies and international trends which impact on the welfare of tertiary education students in Australia.

It is necessary to have knowledge of the student experience and equity issues to fulfil the requirements of this position.

Task level

The position requires the development of specialist expertise to facilitate the provision of materials, advice and referrals and development of Compass Drop In Centre procedures.

The incumbent shall also undertake project work and/or other duties as directed by the supervisor or supervising body consistent with Key Responsibilities.

This position description is approved by:

Occupant.....Date N/A

Supervising Body (Secretariat)..... Date: 28 October 2016

Staffing Committee.....Date: 20 October 2016

Classifications Committee.....Date: 3 December 2015