

RUSU Student Engagement Officer (Temporary)

Position No.

Organisational Unit

Location Based at RMIT Melbourne CBD Campus. Will be required to travel to and work at other RMIT Melbourne based campuses on occasion as directed.

Classification SUE 5

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

Superannuation UniSuper or other as indicated by Incumbent

Employment Type Temporary Contract (Until mid-Sept 2018)
Part-Time (0.8 FTE or 56 hours per fortnight) (Monday-Thursday)

Other Benefits Student Union employees are covered by an Enterprise Agreement.

Current Occupant On Secondment

Closing Date **5pm Sunday 14 January 2018**

Contact Andrei or Shiba on 99251842 or email rusu.jobs@rmit.edu.au (note: RUSU will be closed from 23 Dec to 3 Jan)

Advice to Applicants Applicants **must include a letter specifically addressing the selection criteria** (as outlined on page 5 of this Position Description) and provide a detailed curriculum vitae with 2 references by the closing date. **All applications should be sent via email to rusu.jobs@rmit.edu.au by the closing date above.** Late applications will not be accepted.

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 each 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 RUSU Student Engagement Officer.

Whilst some of the students may lack previous professional work experience, 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 roles at RUSU and their tertiary studies.

Therefore 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.

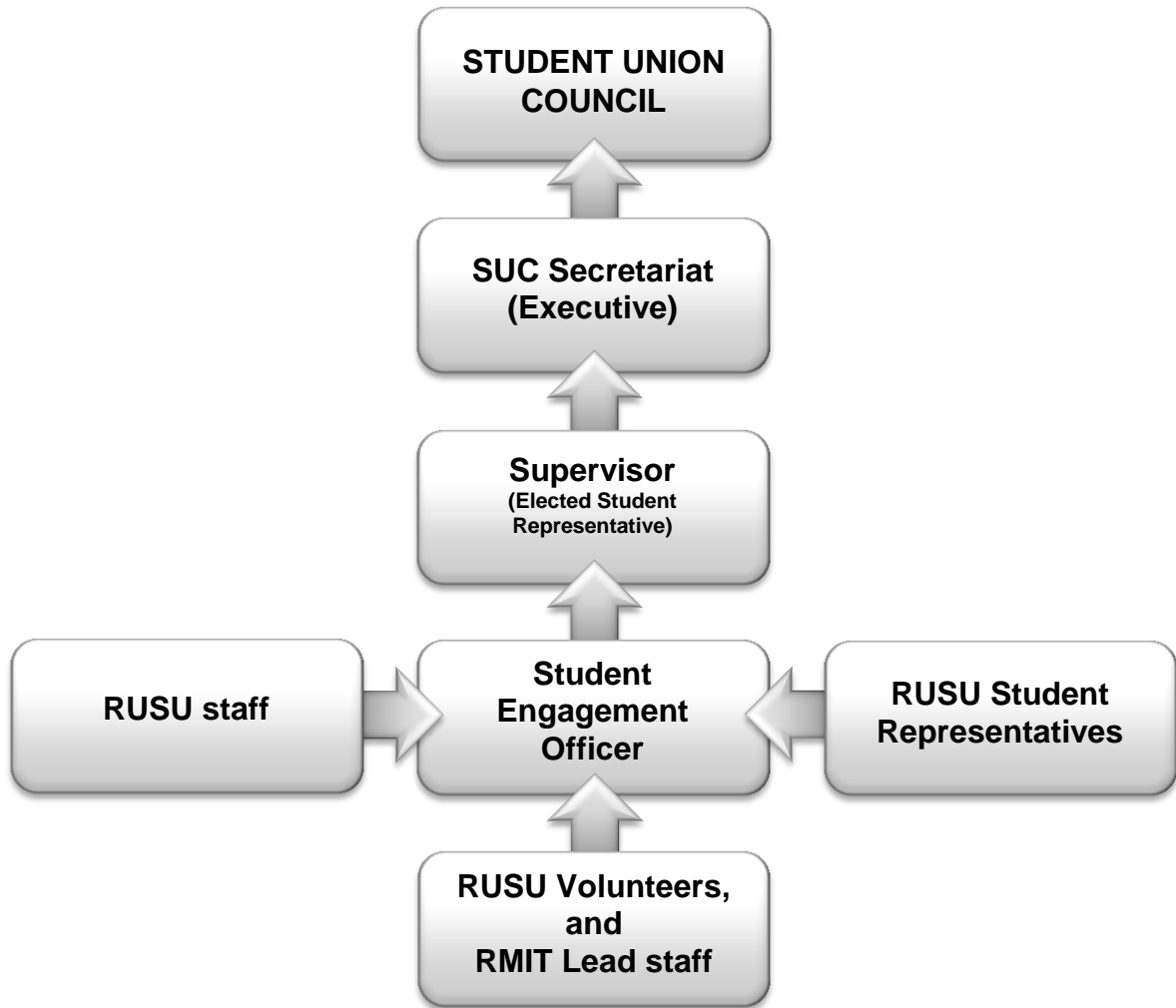
About the RMIT University Student Union (RUSU)

The RMIT University Student Union (RUSU) is the representative body of around 65,000 RMIT University students and is an independent organization from RMIT University. RUSU has an annual operating budget of over \$4 million and employs over 20 paid staff members and 12 student casuals. It is governed by 26 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, 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 fairtrade cafes.
- Producing a number of student publications, operating a TV production house and maintaining a website/social media presence.

Organisational Chart



1. Position Summary

The Student Engagement Officer coordinates and administers the volunteering and training program for all RMIT University Student Union volunteers, across all RUSU departments and RMIT Melbourne campuses. The position of Student Engagement Officer is responsible for planning and delivering a volunteer recruitment and retention program, overseeing volunteer rewards and recognition, coordinating volunteer training and managing the administration of volunteer work and training hours.

The RUSU Volunteer Program is delivered in accordance with the National Standards on Volunteering and this position is responsible for ensuring that the program is delivered in accordance with these standards and RMIT and RUSU policies and procedures.

RUSU volunteers are engaged in the following areas; Activities & Events, Realfoods Café, Student Rights, Compass Welfare Drop in Centre, Healthy Breakfast Program, Administration and more... We have around 250 active registered volunteers contributing around 3,000 volunteer hours per year.

This position is the primary liaison point for all enquiries in relation to the RUSU volunteer program. It supports and provides advice to the RUSU staff who act as volunteer supervisors for the various RUSU departments and services that engage volunteers.

In addition to working with RUSU volunteers, this position supports the broader student engagement activities of RUSU, including coordinating and delivering the annual induction program for RUSU elected student representatives and administering the new RUSU Student Life Awards. RUSU student representatives are elected for a 12 month term. This role helps them 'hit the ground running', through mentoring and providing advice on training, professional development, networks and planning.

2. Key Responsibilities

RUSU Volunteer Program

- Planning and delivering the RUSU volunteer program including:
 - Recruitment of volunteers including coordinating all promotional materials, outreach and activities across all Melbourne RMIT campuses;
 - Updating and maintaining the student volunteer database
 - Centrally coordinating all RUSU volunteering opportunities
 - Overseeing the volunteer rewards program and events
 - Providing support to volunteer supervisors with administering volunteer availability and records.
 - Administering volunteer records in accordance with the requirements for affiliation with the RMIT University Lead program;

- Monitoring the volunteer program to ensure that the program is delivered in accordance with the National Standard on Volunteering, RMIT and RUSU policies and procedures and that it meets all relevant insurance and duty of care obligations.

Coordinating an induction and training program for RUSU volunteers which contributes to the professional development of the volunteers and addresses compliance requirements related to their areas of volunteering. This includes:

- Direct delivery of formal induction sessions and induction resources for all RUSU volunteers.
 - Coordinating the logistics and delivery of both accredited and non-accredited training relevant to the area of volunteering (E.g. Responsible Service of Alcohol, Food Handling, First Aid, Youth Mental Health First Aid)
 - Maintaining training records for each volunteer and providing these to the volunteers, and the relevant staff supervisors as required.
- Planning and delivering the annual volunteer camp and other off/on campus volunteer 'team building' initiatives.
 - Providing a point of contact and assistance for internal and external enquires about the volunteer program.
 - Acting as an organisational point of contact for employers seeking references regarding current and former RUSU volunteers.
 - Delivery of advice to RUSU staff volunteer supervisors in regards to volunteer best practice including; supervision, professional program development, options for volunteer activities/tasks, communication, expectations and position descriptions.
 - Provide advice to RUSU in regards to best practice and continuous improvements for the volunteer program, processes and policy.

RUSU Student Representative Engagement

- Contribute towards the induction, training and capacity building of RUSU elected representatives, through:
 - Coordinating and delivering the annual induction training program for RUSU representatives
 - Overseeing the annual update of RUSU induction kits and other resources/materials.
 - Coordinating training specifically for RUSU representatives relevant to their roles, such as; OH&S training Food Handling Certificate, Responsible Serving of Alcohol;
 - Assisting RUSU reps to identify and access the mentoring, professional development, training and networks that will support them in their roles.

General Student Engagement

- Assisting with the development and administration of the new RUSU Student Life Awards

- Compiling documentation, evaluating and reporting on the RUSU volunteer program and student engagement activities and showcasing volunteering achievements through RUSU and RMIT communication channels.
- Contribute, collaboratively, towards the achievement of the aims and objectives of the Student Union and undertaking other relevant duties as required.

3. Selection Criteria

3.1 Essential

- A relevant tertiary degree with subsequent relevant experience working with and resourcing volunteers (minimum 2 years) in student/community based organisations.
- Demonstrated ability in delivering recruitment or engagement programs specifically targeted at students and/or young people.
- Demonstrated ability to develop and deliver induction and training programs within a budget.
- Demonstrated ability to develop administration systems and processes to support a volunteer or training program
- Experience in developing, implementing, budgeting and reporting on programs and small scale projects.
- High level of organisational and administrative skills and ability to prioritise work commitments.
- High-level communication skills and demonstrated ability to work with people from a range of organisations and backgrounds, and establish and maintain effective working relationships
- Demonstrated ability to prepare accessible resources and develop innovative and relevant promotional and publicity materials
- Proven strong team working ability and the capability to troubleshoot, problem solve and take initiative where necessary and appropriate.
- Demonstrated computer literacy skills and proficiency in using Microsoft Office, Google Suite and other industry standard applications.
- Enthusiasm for working with and for students in the tertiary environment and an understanding of and commitment to the principle of student control over student affairs.
- Willingness to undertake certified training in Responsible Serving of Alcohol, Food Handling Safety, and First Aid.

3.2 Desirable

- Certified IV in Training and Assessment

4. Special Requirements

The successful applicant will be required to hold a valid Working with Children Check.

This position is subject to a 6 month probation period.

5. Job Complexity, Skills, Knowledge

Level of Supervision, Independence

The incumbent works under general direction of an elected student office bearer, which is usually the elected SUC President.

Duties of this position will be conducted collaboratively with RUSU office bearers and staff. This role provides advice and support to other RUSU staff who supervise RUSU volunteers.

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

Professional and Organisational Knowledge

The position requires professional knowledge which comes from relevant qualifications and/or considerable experience administering volunteer programs in the education or community sectors.

The incumbent is required to have a solid understanding of the relevant State and Federal policies and standards relating to volunteering and training and to apply this knowledge to their duties with the RUSU volunteer program.

The position requires an ability to quickly develop extensive knowledge of the RUSU departments, programs and activities that involve/engage RUSU volunteers.

Problem Solving and Judgement

The incumbent provides advice to RUSU by identifying issues relevant to the RUSU volunteering program and possible outcomes in addressing these issues.

Judgement and advice focuses on the needs of the RMIT student population and of RUSU in particular.

Task Level

The position requires the development of specialist expertise to facilitate advice and provide logistics, planning and support for RUSU and specific RUSU departments/services relating to their work with RUSU volunteers.

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: 23 October 2017

Staffing Committee..... Date: 16 October 2017

Classifications Committee..... Date: 25 October 2017