

## Position Description

# Compass Coordinator (City) - Temporary



<b>Organisational Unit</b>	Advocacy & Welfare
<b>Location</b>	Based at RMIT Melbourne CBD Campus. It is required to travel to and work at other RMIT Melbourne based campuses, including RMIT Brunswick as required.
<b>Classification</b>	SUE 5
<b>Salary</b>	\$113,769 Full Time Salary (\$91,015 for 0.8 FTE)
<b>Superannuation</b>	UniSuper or as indicated by incumbent
<b>Employment Type</b>	Temporary Part time (0.8 FTE – 28 hours/week) (Monday to Thursday) Maternity Leave Temp Role (April 2026 to October 2027)
<b>Other Benefits</b>	RUSU Employees are covered by an Enterprise Agreement
<b>Closing Date</b>	<b>11.59 PM Sunday 22 March 2026</b>
<b>Contact</b>	For further details contact and to apply, email <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a>
<b>Advice to Applicants</b>	Applications must include: 1) A CV 2) A cover letter specifically addressing how the applicant meets the key requirements of the role (maximum 2 pages). Professional references will be required for shortlisted candidates.

## About the RMIT University Student Union (RUSU)

The RMIT University Student Union Incorporated (RUSU) is the representative body of around 75,000 RMIT University students. We are a registered not-for-profit. We are completely independent from RMIT University. RUSU has an annual operating budget of over \$7 million and employs 30 paid permanent staff members and 15 +student casuals. RUSU's main offices are in the CBD. We also operate at Bundoora and Brunswick campuses. RUSU is governed by a Student Union Council (board) of 29 elected student representatives. The staff and students of RMIT come from diverse backgrounds. RUSU values and champions diversity in the work that we do, and this is reflected in our programs and services.

RUSU is **'for students - by students'**. This core value underpins our approach to everything we do. RUSU represents students' interests and undertakes a vast range of activities and services including:

- Student rights advocacy, representation and campaigns
- Compass student welfare outreach, referral and drop-in centres
- Social and cultural activities, events and parties
- Free Food events including weekly lunches, breakfasts
- Supporting around 100 affiliated student clubs and delivering a student volunteer program
- Provision of safe spaces including Queer Rooms and Women's Rooms
- Operating RUSU Realfoods - our sustainable, affordable plant-based cafe
- Student media – including Catalyst magazine and the RMITV TV production house

All RUSU staff and student representative positions are required to operate within the parameters of the Student Union Constitution, Regulations, Policy and the RUSU Enterprise Agreement.

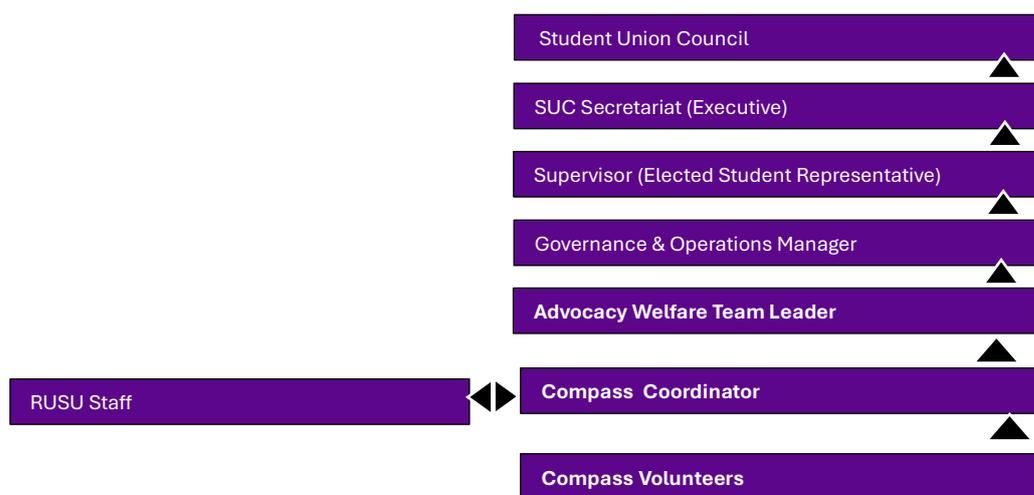
## Organisational Unit

The Advocacy Welfare Team covers the Student Rights Service and Compass Welfare Service. It is a cross-campus department that includes the elected student Education Officer and Welfare Officer, 5 Student Rights Officers, 3 Compass Coordinators and the Advocacy/Welfare Team Leader.

The Compass Service includes a drop-in space at City, Carlton, Bundoora and Brunswick campuses. We also provide advice and referral through our Compass email service and online appointments. Compass provides accessible information about RMIT, and community based, welfare, legal and rights-based services to RMIT students, through referrals, information resources, organising community engagement events (e.g. Stress Less Weeks, Compass Marketplace). Compass contributes to RUSU's Food Security program through special events and the Compass Cupboard (Food Bank) service.

The Student Rights Service provides information, resources, advocacy and casework services to assist RMIT students understand and exercise their rights within the University's rules. The service is free, confidential and 100% independent from RMIT University.

The Compass and Student Rights staff all work collaboratively with the RUSU Campaigns and Strategy Adviser, Governance & Operations Manager and elected student representatives to advocate and campaign for services, programs, policies and procedures which will support students and improve the student experience at RMIT. They work closely with the Volunteer Coordinator to plan and deliver the Compass Volunteer Program.



## Working Environment / Important Personal Attributes

This position within RUSU offers a unique and rewarding working environment, whereby elected student representatives are the board members and management of the organisation. They are elected annually so there is a new student management team each year. The elected student representatives are supported by a range of permanent paid professional staff. Whilst elected student representatives may lack previous experience in advocacy, welfare and organising campaigns and events, they are enthusiastic, keen to learn and be mentored during their term of office. They are not paid staff but do receive an honorarium and many need to work part time in addition to their roles at RUSU and their tertiary studies.

All RUSU staff must have excellent interpersonal skills and genuinely enjoy working with young adults in a dynamic, fun and busy environment. They must also possess a willingness to share their knowledge and experience to develop and support the student representatives in their roles.

## 1. Position Summary

### ***Compass Drop-In-Centre/ Advice and Referral***

The Compass Service is designed to provide welfare information and referrals to RMIT students. The Compass Drop-In Centres are a student friendly, welfare drop-in space where students can seek guidance, typically without booking an appointment. The City Drop-In Centre is a very busy centre in a high traffic location. It is staffed by trained student volunteers most days during semester. The Compass Coordinator supervises the volunteers as well as directly staffing the centres whenever there are not volunteers rostered on, in busy period or with more complex presentations.

### ***Welfare & Food Security Outreach and Events***

The Compass Coordinators are responsible for providing welfare outreach events across all Melbourne campuses with guidance from management, the elected student representatives and assistance from volunteers. This position has primary responsibility for program delivery on the city campus. This position may also be required to assist with the planning and delivery of City/ Compass Cupboard or food security programs and events.

Compass staff work together to 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, outreach, data collection and basic research projects.

### ***Volunteer Supervision & Support***

The Compass Coordinator mentors, supports and supervises volunteers from the Social Work, Youth Work and Psychology programs at RMIT. This position supervises volunteers in the City Drop-In centre most days during semester. Alongside the Volunteer Coordinator, the Compass Coordinators ensure that the volunteers have a meaningful learning experience and work within RUSU's volunteer policies.

## 2. Key Responsibilities

- Develop, maintain, staff and promote the City Compass Drop In space and associated programs to ensure they contribute effectively to the student population of RMIT. Staff other (Carlton/Brunswick) centres as required.
- Contribute to the overarching Compass information and referral services through in person drop-in sessions, monitoring the Compass email account and undertaking online student appointments.
- Refer students to RUSU Student Rights Officers, RMIT Student Services and community and government services, as appropriate.
- Mentor, support and supervise Compass volunteers (Drop-in Centre and Events) and contribute to the ongoing review and development of the Compass volunteer program.
- Conduct outreach activities, targeted programs and information/education campaigns in conjunction with student representatives to promote Compass services and address student well-being, welfare, food security and equity issues.
- Contribute to maintaining and updating Compass information and referrals resource (printed and online), including RMIT, community and government agencies relevant to student welfare, mental health, well-being, food insecurity, equity and legal concerns.
- Contribute to the development and maintenance of meaningful networks and open communication with relevant RUSU departments, RMIT student support services community welfare agencies, community legal services and relevant government welfare agencies.
- Identify key or recurrent issues affecting student welfare and equity, and work with RUSU, RMIT and community agencies on appropriate responses, including providing input into research and campaigns.
- Provide basic advocacy for students facing barriers resolving welfare & equity concerns at RMIT and refer to appropriate services for assistance.
- Record use of the Compass service in the Compass data base and undertake ongoing monitoring and reporting activities that contribute to the review, evaluation and ongoing improvement of the program.

The Compass Coordinator will be required to contribute, collaboratively, towards the achievement of the aims and objectives of RUSU. This includes performing other duties that may not be listed within this position description consistent with the skills and capabilities required for this position.

### 3. Selection Criteria

#### 3.1 Essential

- A relevant tertiary qualification in Social Work or Youth Work (minimum degree level) with **at least two years full time equivalent relevant work experience** in a comparable role, preferably in the community/education /youth sector.
- To be eligible for membership of the Australian Association of Social Workers (AASW) or Youth Workers Australia (YWA).
- Experience resourcing, supervising, mentoring and supporting volunteers in a social/youth work setting.
- 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
- 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.
- Demonstrated ability to plan and deliver successful and engaging student/community-based outreach programs and events (small/medium scale) in dynamic environments including trouble shooting, problem-solving and lateral thinking. Ability to remain calm under pressure.
- Sound knowledge of community services and professional referrals processes.
- Experience in assessing risk, managing and referring clients in crisis and maintaining confidentiality
- Experience in data collection, submission and report writing
- Demonstrated advocacy, campaign and networking skills
- Proven ability to work with diverse communities in an empowering way that motivates active involvement and facilitates inclusive decision making
- High-level interpersonal, written and verbal communication skills
- High level of organisational, budgetary and administrative skills,
- Ability to prioritise tasks, meet deadlines and work in a high-pressure environment.
- Computer literacy skills and proficiency with Microsoft Office and industry standard applications.
- Proven strong team working ability and the capability to take initiative where necessary and appropriate.

#### 3.2 Desirable

- Experience working within a Student Union, youth/community sector or board directed environment.
- Established networks with relevant community organisations/agencies such as welfare agencies, community legal services, student support services, food relief organisations.

### 4. Special Requirements

- The successful applicant will be required to hold a valid Working with Children Check.
- The successful applicant will require a successful police check.
- An appropriate visa to work in/ fulfil the requirements of this role in Australia.
- This position is subject to a 6-month probation period.
- This is a student facing on-campus role. Onsite attendance is a requirement of the role.
- The ability to accept and handle deliveries of supplies for food security/outreach programs, including lifting and stacking items is a requirement of the role.

### 5. Job Complexity, Skills, Knowledge

#### Level of Supervision, Independence

The role works under the general direction of an annually elected senior student representative (usually the President). They report to them and receive direction through the Advocacy/ Welfare Team Leader and where required the Governance & Operations Manager.

The duties of this position are conducted collaboratively with RUSU office bearers and staff, in particular with the RUSU President, elected Welfare Officer, Campaigns staff and Student Rights Officers.

They have support available from the Volunteer Coordinator regarding RUSU Compass volunteers.

This position is required to provide regular work reports to the Advocacy/ Welfare Team Leader and Governance & Operations Manager.

#### **Problem solving and judgment**

The incumbent provides advice to RUSU by identifying issues affecting students and providing possible outcomes in addressing these issues. This advice on options for the future direction of welfare campaigns and/or policies of RUSU. Judgement and advice also focus 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 welfare advice and referrals.

#### **Professional and Organisational Knowledge**

The position requires professional knowledge, which comes from professional qualifications, and relevant work experience ideally within the community, youth or education sector. The position requires an ability to quickly develop extensive knowledge of RUSU and RMIT structures, processes and systems and 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 development of specialist expertise to facilitate the provision of materials, advice and referrals through the Compass Service and related programs.

The incumbent shall also undertake project work and/or other duties as directed consistent with the Key Responsibilities and with the skills and capabilities required for this position.

<b>This position description is approved by:</b>	
Occupant	<i>N/A</i>
Supervising Body (Secretariat)	<i>16 February 2026</i>
Staffing Committee	<i>16 February 2026</i>
Classifications Committee	<i>3 December 2015</i>