

# POSITION DESCRIPTION

<b>DEPARTMENT:</b>	<b>POSITION:</b>
Student Rights + Support (SRS)	Student Rights Advisor (Casual)
Responsible to:	Student Rights Officers General Manager

## ORGANISATION DESCRIPTION

MONSU Caulfield Inc. is the student union that provides services to Caulfield enrolled students. Student Rights + Support is a free, independent and confidential service provided by MONSU. We assist students to understand Monash University policy and procedure and provide advocacy, referrals, and support to undergraduate students enrolled at Caulfield and Peninsula campuses.

## ROLE DESCRIPTION

Student Rights Advisors (SRAs) provide confidential advocacy and support to undergraduate students attending Academic Progress Committee (APC) hearings.

SRAs are expected to:

- Have a clear understanding of Monash University APC policy and procedure
- Meet with students at the hearing venue (located at Caulfield, Clayton and Peninsula Campuses)
- Attend the hearing with students as their support person
- Read student's case file and be briefed by students
- Inform students of hearing procedures
- Refer students to appropriate services
- Upload accurate hearing notes to confidential case files

Please note that this is a temporary position and shifts are allocated according to availability.

## KEY SELECTION CRITERIA

Qualifications	A tertiary level qualification or demonstrated work experience in advocacy or a related field.
Confidentiality	A clear understanding of confidentiality and privacy relating to students.
Empathy	Knowledge and understanding of the social and health issues affecting students.
Communication	Demonstrated ability to articulate ideas clearly. Ability to actively listen. Ability to communicate complex information with empathy. Ability to liaise with supervisors.
Problem Solving	Demonstrated ability to work both independently and collaboratively, and solve issues when they arise.
Integrity	Demonstrated honesty, responsibility, reliability and trustworthiness.
Safety	Demonstrated understanding of safe work practices, in particular, OHS, and Privacy policies and procedures.