

POSITION DESCRIPTION

Position Title	Indigenous Student Success Officer		
Organisational Unit	First Peoples Directorate		
Functional Unit	Weemala IHEU		
Nominated Supervisor	Coordinator, Indigenous Higher Education Unit (Weemala)		
Classification	HEW 7		
CDF Level	CDF1	Position Number	10603491
Attendance Type	Full Time	Date reviewed	13-MAY-2024

ACU considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for this position under s 25 of the Anti-Discrimination Act 1991 (Qld). The position is therefore only open to people who identify as Aboriginal and Torres Strait Islander.

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability to grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

Each portfolio consists of several Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, Campus Deans focus on the University's local presence and development of the University at the local 'campus' level. For further information about the University please refer to the Organisation Chart.

All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high quality services with a strong focus on service excellence. Several frameworks and standards also express the University's expectations of conduct, capability, participation and contribution of staff.

ABOUT FIRST PEOPLES DIRECTORATE

The First Peoples Directorate incorporating Indigenous Higher Education Units is responsible for Aboriginal and Torres Strait Islander education outcomes, to provide leadership in:

- Facilitating success of current Aboriginal and Torres Strait Islander students
- Engagement with prospective Aboriginal and Torres Strait Islander students
- Building sustainable partnerships with Aboriginal and Torres Strait Islander communities
- Developing cultural competency across ACU
- Embedding First Peoples' perspectives in curriculum and research
- Enabling culturally safe environments to enhance the belonging of Aboriginal and Torres Strait

Islander peoples

The First Peoples Directorate focus exclusively on First Peoples strategic leadership aligned with current higher education sector practices. This focus includes the progress the implementation of the ACU Reconciliation Action Plan and the Cultural Capability Strategy that underpin the University's commitment to improving educational outcomes for Aboriginal and Torres Strait Islander people.

POSITION PURPOSE

The purpose of this position is to enable success for Aboriginal and Torres Strait Islander students at ACU. This is achieved through the provision of a range of effective cultural, academic and personal support services to Aboriginal and Torres Strait Islander students. This role is pivotal in enabling success of Aboriginal and Torres Strait Islander students in higher education by:

- Working collaboratively across the University campus especially with Student Admissions, school and faculty representatives, Library, Office of Student Success and Campus Ministry to support student participation and success and enrich the University experience for Aboriginal and Torres Strait Islander students;
- Building and maintaining strong external and internal partnerships to support the success of Aboriginal and Torres Strait Islander education including collaboration with Equity Pathways and Future Students teams to attract Aboriginal and Torres Strait Islander students and promote ACU programs and services;
- Evaluating and reporting on program outcomes as directed by Coordinator Indigenous Higher Education Unit; Indigenous Student Success Officer positions are located at Brisbane, Melbourne, Strathfield and Canberra campuses.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence and Academic Career Pathways.

- ACU Staff Reconciliation Action Plan

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Responsibility	Scope
Develop and sustain positive relationships with academic and professional staff to ensure high quality and consistent academic support is available to enable individual Aboriginal and Torres Strait Islander student success.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Initiate regular contact with all Aboriginal and Torres Strait Islander students to identify individual support needs, increase awareness of the role and services of the IHEU, encourage students to access the University's support services and promote Scholarship and enrichment opportunities.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Deliver student workshops to build student confidence and skills, this includes how to apply for scholarship and other leadership opportunities.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
With the Office of the Director coordinate the Unit's Study Assistance program by determining tuition required, matching student with appropriate tutors and monitoring efficacy of tutoring and academic progress of students.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Work closely with Equity Pathways to build outreach capacity to Aboriginal and Torres Strait Islander communities and strengthen relationships with schools and community organisations, to increase awareness, inform aspirations and increase access to higher education.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
In partnership with Future Students and Equity Pathways actively promote ACU at Indigenous specific career and employment expos and community events	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Resolve enquiries from Aboriginal and Torres Strait Islander students and staff of the University in relation to Aboriginal and Torres Strait Islander student issues	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Working with the Coordinator IHEU, address complex policy, procedural or financial issues and if required refer to the Office of Director for determination. Understand the purpose and application of ACU policies and procedures to actively manage risk in the best interests of ACU.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Contribute to the planning of initiatives within the IHEUs, the First Peoples team and campus activities that further enhance student success and achieves the strategic goals of the Portfolio and ACU.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Evaluate and report outcomes on student engagement and activities to the Director of First Peoples.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position seeks and creates business opportunities for the organisation by liaising with a range of external stakeholders.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Experience - Identification as an Australian Aboriginal or Torres Strait Islander. Australian Catholic University considers that being of Australian Aboriginal or Torres Strait Islander origin is a genuine occupational qualification for this role. • Skill - Proven ability to communicate effectively and provide high quality and appropriate support for Aboriginal and Torres Strait Islander peoples. • Qualification - A relevant degree preferably in Education or Communication, with relevant experience or an equivalent combination of relevant experience and/or education/training. • Skill - Proven high level computer skills, including use of Microsoft Office software, including Excel, Word and PowerPoint to analyse and present data, and prepare and present professional reports and briefings for diverse audiences. • Skill - Proven well-developed interpersonal and relationship management skills with the ability to interact with University staff across all levels and with external stakeholders. • Experience - Demonstrated administrative, organisational skills, problem solving and decision making abilities. • Skill - Demonstrated capacity to establish rapport with students and build student confidence and facilitate student success. • Experience - Proven ability to contribute positively and work effectively both independently and within a small team to meet deadlines, maintain confidentiality and establish work priorities.
Core Competencies:	<ul style="list-style-type: none"> • Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and

	effectiveness.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart <https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

