

POSITION DESCRIPTION

Position Title	Connect2Uni Program Advisor		
Organisational Unit	Student Experience Directorate		
Functional Unit	Transition		
Nominated Supervisor	Transition Program Coordinator		
Classification	HEW 6		
CDF Level	CDF ₂ L	Position Number	10610214
Attendance Type	Full Time	Date reviewed	28-AUG-2024

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.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. 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.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)

- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

ABOUT THE STUDENT EXPERIENCE DIRECTORATE

The Student Experience Directorate delivers a world-class student experience by creating engaging environments in which students form strong connections with their peers and develop a deep sense of belonging to the vibrant ACU community. The Directorate is aligned to the student journey from an academic, support services and a social perspective, integrating the contact points between the student and the university services, programs and activities students can access throughout their study.

The Student Experience Directorate promotes student engagement in university life, provides opportunities for sport and leadership development, and enables students to develop graduate attributes making them career-ready professionals. The Directorate provides resources for individual cohorts – for example, international students, and elite athletes and performers – and collaborates with other business units such as Campus Ministry and First Peoples, to enable an holistic approach to the student experience at ACU. The Directorate supports ACU's national and campus-based student associations, and student clubs and societies. The Directorate also delivers university-wide initiatives to comply with regulatory and statutory requirements including Student Safety, and Safeguarding Children and Vulnerable Adults. Student experience work units include the Careers and Employability Service, Student Welfare and Counselling, Access and Disability, Safeguarding and Student Safety, Student Accommodation, Sport including the Elite Athlete and Performer Program and ACU Active, Medical Centres, Student Life, Transition, and the Student Advocacy Service. These services support students to achieve their academic and personal goals, and to thrive during their time at ACU and beyond.

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POSITION PURPOSE

The Connect2Uni Program Advisor is responsible for the successful delivery of the Connect2Uni Program which is a year-long program aimed at enabling commencing students to manage their social and academic transition to university. The position is responsible for supporting the Transition Program Coordinator in successfully planning and implementing all transition activities across ACU campuses. The Connect2Uni Program Advisor is also responsible for administration of the program, monitoring students' progress throughout the academic year and providing appropriate support, advice and/or referral to improve student retention and success. The position is also responsible to lead, coach and support a team of campus-based student mentors who provide peer to peer support to commencing students.

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](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Provide support in developing, implementing and promoting Connect2Uni to increase the access, participation, retention and success of students transitioning to university, including students from regional and remote areas. <ul style="list-style-type: none"> • Transition activities between offer to end of 1st year • Connect2Uni Crew • On-campus transition events • Co-curricular grant program 	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provision of an advocacy and casework service to students at risk of attrition. This includes monitoring student engagement in academic and co-curricular activities throughout the semester, identifying student needs and providing relevant and timely advice/referrals to individual students to resolve their issues.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Track and monitor student progress through effective analysis of data; proactively intervene to re-engage students and improve student outcomes.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
Engage with students considering withdrawing, from their course to provide support and direction in a timely manner to improve retention outcomes.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Demonstrate success leading the delivery of programs and events to enhance student experience.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Solve day-to-day practical problems, to ensure smooth running of the program and ensure high levels of student satisfaction, escalating more complex matters to the Transition Program Coordinator for resolution.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Contribute to the planning and fostering of Connect2Uni and other transition initiatives, including peer to peer support, of the Transition and Retention that further enhance the University's approach to improving student retention and success, in alignment with the University's Mission and values. Administer successful implementation of Connect2Uni Peer Support program. Lead and mentor a group of student mentors designated to provide peer to peer support to commencing students.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Collaborate and liaise with other relevant support services and units/organisations to deliver holistic support for at risk students.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Assist the Transition Program Coordinator: with development and maintenance of marketing and publications for ACU transition programs, including website content, electronic communications and all print materials, in line with the Student Communication Strategy. in continuous business process improvement initiatives by actively communicating feedback, participate in on-going process reviews and ensure timely reporting.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Ensure all activities are held in accordance with university standards and policies. Report workplace incidents and hazards and/or implement immediate action for identified hazards if able to do so. Monitor the campus budget expenditure to ensure events and activities are completed within the allocated budget.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

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 needs to build relationships with staff across the organisation to perform their duties.
The position manages a geographically dispersed team.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Relevant tertiary qualifications preferably in Education, Social Work, Psychology or Social Sciences and/or demonstrated experience in facilitating student programs in a higher education setting. • Skill - Demonstrated strong organisational skills with the ability to prioritise tasks and resources to achieve required outcomes and meet the specified deadlines. • Experience - Demonstrated capacity for interpersonal understanding including active listening in order to provide useful advice and negotiate constructive outcomes. • Skill - Highly developed verbal and written communication skills with demonstrated ability to write clear and concise reports. • Experience - Self-motivated team player with demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness
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. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • 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. • Coach and develop self and others through setting clear expectations, managing performance and developing required capabilities to establish a culture of learning and improvement. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	<p>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.</p>
Working with Children and vulnerable adults check	<p>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.</p>

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>

