

POSITION DESCRIPTION

Position Title	Student Veteran Services Advisor		
Organisational Unit	Global and Education Pathways		
Functional Unit	Student Transition and Retention		
Nominated Supervisor	Student Veteran Services Coordinator		
Classification	HEW 6		
CDF Level	HEW 6 CDF1	Position Number	10610857
Attendance Type	Full Time	Date reviewed	07 March 2022

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, five Associate Vice-Chancellors and 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 the Strategic Plan 2020-2023 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 GLOBAL AND EDUCATION PATHWAYS

The Global and Education Pathways portfolio is responsible for the development and implementation of the University's strategic priorities in a number of key areas. Driving excellence, through its three key units, ACU International, Education Pathways and the ACU College, Global and Education Pathways has specific responsibility for the University's Global Strategy and Widening Participation Strategy.

ACU International has institutional responsibility for realising and achieving University's Global Strategy and for facilitating the university's global engagement.

ACU International has specific responsibility for the recruitment, admission and ongoing support of international students at ACU in addition to managing global partnership collaboration, and inbound and outbound exchange and study abroad programs.

Education Pathways is responsible for access, pathways, transition and student experience of commencing domestic and international students across all ACU campuses. The unit supports a range of ACU institutional strategies and strategic priorities led by the Office of the Provost and the Pro Vice-Chancellor, Global and Education Pathways. Education Pathways provide access to, participation and success in tertiary education for a range of student cohorts, including equity groups, school and non-school leavers.

Education Pathways has national responsibility for the ACU Centre for Languages, Equity Pathways, the Foundation Studies Program, Diploma of Languages and Student Transition and Retention. Education Pathways is on a growth trajectory through the delivery of high-quality pathways, including future diplomas supporting ACU enrolment targets and strategic growth.

ACU College is responsible for the delivery of Vocational Education and Training (VET) programs and is a Registered Training Organisation (RTO No: 3578) delivering nationally accredited VET courses in certificate III to diploma level courses in nursing, education support, individual support, early childhood education and care, aged care, leadership and management, and allied health. Courses are offered in Queensland, Victoria and the Australian Capital Territory (ACT).

ACU College is firmly committed to delivering nationally recognised qualifications and accredited courses in accordance with the Australian Qualifications Framework (AQF).

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POSITION PURPOSE

The Student Veteran Services Advisor is responsible for the successful delivery of the Student Veteran Services Programs which include, but are not limited to, the Veteran Entry Program (VEP), Veteran Transition Program (VTP) and Student Veteran Support Program (SVSP).

The position is responsible for supporting the Student Veteran Services Coordinator in successfully planning and implementing all programs across ACU campuses.

The Student Veteran Services Advisor is also responsible for the administration of the programs, monitoring students' progress throughout the academic year and providing appropriate support, advice and/or referral to improve student retention and success.

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 Strategic Plan 2020-2023](#)
- [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
Plans and delivers programs and hosts campus specific events for Student Veteran Services including but not limited to the Student Veterans Support Program (SVSP), Veterans Entry program (VEP), and Veterans Transition Program (VTP).	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Maintaining effective relationships with external organisations and agencies including ex-service organisations including: the Department of Veterans Affairs, the Defence Community Organisation, RSL, SoldierOn.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Maintains a student register for veterans at ACU. Provides support to student veterans throughout their study, including recommendations and referrals within ACU, in accordance with the principles and procedures of the Student Veteran Support Program (SVSP).	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Facilitates the Veterans Transition Program (VTP), Student Veterans Support Program (SVSP), and other programs delivered by the SVS.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Resolves day-to-day issues on campus and ensures the smooth running of our SVS programs to guarantee high levels of student satisfaction; escalates more complex matters to the SVS Program Coordinator for resolution. Responsible for the successful delivery of programs and events to enhance student experience. Ensure all activities are held in accordance with university policies and procedures.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Contribute to the planning of Student Veteran Services programs and supporting other transition initiatives, including peer to peer support, that further enhance the University's approach to improving student retention and success, in alignment with the University's Mission and values.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Responsibility	Scope
Collaborate and liaise with other relevant support services, Faculties and units/organisations within ACU to deliver regular and holistic support for student veterans. This includes recommendations to students for academic and social assistance.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Assist the Student Veteran Services Coordinator with the creation and review of marketing collateral for ACU transition programs, including website content, electronic communications and all print materials, in line with the Student Communication Strategy.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Participate in Defence Transition Events in your State. Responsible for the continuous review of processes and programs to identify and communicate recommendations improvement to the Student Veteran Services Coordinator.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
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.

This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Relevant tertiary qualifications 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. • Experience - Demonstrated experience working with/within the Australian Defence Force (ADF) and its members, including an understanding of the structure, operations, associated issues and language used within the organisation (desirable). • Skill - Highly developed verbal and written communication skills with demonstrated ability to write clear and concise reports. • Skill - Self-motivated team member with demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness.
	<ul style="list-style-type: none"> • Experience - Display openness and resilience, inspire others to change and act to make change happen with ACU's interests, strategic goals and Mission at the heart of all outcomes. • Experience - 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.

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. • 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. • 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	This role does not require a Working with Children Check.

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>

