

Indigenous Student Support Advisor

Position Number	6000016273
Campus Location	Cairns
Classification	Higher Education Worker Level 6
Hours per week	14.5
Reports To	Manager, Indigenous Student Support Programs
Supervisor Position Number	6000016261
Number of positions supervised	Directly: 0
Date Last Reviewed	December 2020 (update only)
Evaluation Approval Number	2017125

Position Overview

The Indigenous Student Support Advisor provides pastoral care for all Indigenous students undertaking studies at JCU. The incumbent assists Indigenous students to resolve personal challenges that may threaten their ability to stay in study.

The Indigenous Student Support Advisor is a key point of contact for all Indigenous students for the duration of their courses, and will provide ongoing mentoring, advice, advocacy, and referrals where required to other support services.

Office of the Provost

The Provost has responsibility for the Academic Divisions, the Division of Student Life, the Division of Research and Innovation, and Aboriginal and Torres Strait Islander affairs at the executive level. The Provost is the standing deputy to the Vice Chancellor. As the senior officer in the Division of Research and Innovation, the Provost is responsible for developing and implementing research policy and providing leadership in research. This involves promoting collaboration with Government, industry, publicly funded research agencies and universities.

Indigenous Education & Research Centre

In collaboration with the University's divisions, colleges and directorates the Indigenous Education & Research Centre will provide a whole of university approach to our engagement with Australian Aboriginal and Torres Strait Islander students, alumni, staff and communities.

The Centre's core business focus is to provide leadership and coordination to increase the access, retention and completion rates of Australian Aboriginal and Torres Strait Islander students by creating an inspiring and supportive environment on campus that celebrates the heritage, diversity and achievements of Indigenous people; assisting Indigenous students to confidently participate in the academic and cultural life of the University and delivering a smarter learning support agenda that progresses Indigenous students through to completion of degree programs. It will also be a place where Australian Aboriginal and Torres Strait Islander students, staff and community feel safe and respected.

The Centre will also adopt a progressive curriculum agenda that prepares all students to navigate the complexities of contemporary Indigenous situations in the Tropics; design educational experiences that deliver an outstanding experience for all students, with exposure to research, and an engaging campus life; and engage in high quality research, intellectual scholarship, and research training in ways that enhance the traditional knowledge of Indigenous people and sustainable living practices for the Tropics.

While the focus of the Centre is to consolidate and develop our strengths in Australian Aboriginal and Torres Strait Islander learning, teaching and research within the northern Queensland region, we have recently extended the scope and reach to include comparative international studies, with a focus on Indigenous people in the Tropics.

Organisational Charts

[James Cook University](#)

Principal Accountabilities

1. Provide pastoral and personal support to all Indigenous students undertaking higher education studies to ensure they achieve progression and completion rates achieved by other Australian students.
2. Develop and maintain relationships with internal service providers to provide information on entry pathways to JCU, special admissions processes, degree programs and requirements, and support services for prospective and enrolled students.
3. Engage all Indigenous students commencing at JCU to understand individual personal and wellbeing support needs, and be a key contact person to them for the duration of their study.
4. Work in a team environment to gather, interpret and analyse statistical information to monitor and track student progress, and to inform an early intervention strategy, where applicable.
5. Design effective processes for the case-load management and follow-up of student issues and develop strategies to appropriately respond to formal and informal feedback from students regarding all matters pertaining to the student experience.

6. Maintain documented records of student support activity for regular review and refinement of Indigenous student support strategies.
7. Provide informed advice on financial assistance related to the costs of higher education studies (e.g., Centrelink requirements, ABSTUDY entitlements, scholarships, cadetships, internships, accommodation options, etc.)
8. Assist in the organisation and delivery of the Centre's Outreach, Pre-entry, Special Admissions, Winter and Orientation programs.
9. Support the University's commitment to the principles of [reconciliation](#), which exemplify respect for Australian Aboriginal and Torres Strait Islander heritage and the valuing of justice and equity for all Australians.
10. Demonstrate a commitment to the University values.
11. Support the principles of the TropEco program and engage in commitment to JCU sustainability goals and objectives.

Descriptors

There are generic responsibilities that apply to all James Cook University staff. Your specific level descriptor can be found within the [Enterprise Agreement](#).

Generic Accountabilities

There are generic responsibilities that apply to all James Cook University staff.

1. The **Indigenous Student Support Advisor** is required to observe the lawful and reasonable directions, policies and decisions of the University Council, understand and comply with the Enterprise Agreement, the Statutes and Rules of the University, the policies and decisions of the University Council and other appropriate University authorities, as in force from time to time.
2. The **Indigenous Student Support Advisor** is required to demonstrate a personal commitment to ensure personal safety and the safety of others and contribute to the continuous improvement of our WHS performance. This includes the effective implementation and compliance with James Cook University WHS policies, procedures and safe systems of work, together with all relevant legislation, duties and obligations. Contribute to the continuous improvement of our WHS performance.
3. The **Indigenous Student Support Advisor** is required to exercise proper discretion in all matters affecting the well-being of the University which involve public writing or speaking in accordance with the University's [Code of Conduct](#).

Special Conditions

- This position is a designated position for Australian Aboriginal and Torres Strait Islander people. Where an Australian Aboriginal and/or Torres Strait Islander is not immediately available to be appointed to this role, the position may be filled on a fixed-term basis for a period of two years. The position would then be readvertised to determine if an Australian Aboriginal and/or Torres Strait Islander person can be recruited or transferred to the position.
- A current working with children 'Blue Card' is a requirement of this position.

Selection Criteria

Selection and appointments will be assessed against selection criteria.

Essential

1. Degree qualification with subsequent relevant experience; or an equivalent combination of relevant experience and/or education and/or training.
2. Demonstrated understanding of the challenges Indigenous students encounter in higher education studies, and a thorough knowledge of requirements and pre-requisites for degree programs.
3. Knowledge and understanding of legislation, policies, and other government assistance that apply to Indigenous students in the higher education sector and particularly to the JCU environment.
4. Demonstrated ability to access, manipulate, analyse and act on student records data, and knowledge of ethics and legal requirements pertaining to the use of student data.
5. Strong administrative and record keeping skills with ability to complete duties using a range of different software packages, including Microsoft Office suite.
6. Well-developed communications skills with a demonstrated ability to collaborate in a small team environment and work effectively with a wide range of stakeholders.

Desirable

1. Previous experience working in a University environment.