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| **Position Title** | Welfare Coordinator |
| **Group/Portfolio** | Student Life, Student Success |
| **Classification** | HEW 7 |
| **Position Number** | 00061805 |
| **Reports To** | Manager, Student Transition, Mentoring and Financial Support |
| **Employment Type** | Continuing |

## Position Purpose

The Welfare Coordinator develops, designs and where appropriate delivers programs and initiatives that equip students with the resources required to confidently manage their own welfare needs. The Welfare Coordinator works in collaboration with key stakeholders, including the student associations, to ensure seamless service provision and broad awareness of welfare support.

## Eligibility Requirements

* The occupant of this position will hold relevant tertiary qualifications in social work, human service or a related field, with at least four years’ relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.

## 3.0 Key Responsibilities

* Conceptualise, manage and deliver a suite of programs, projects and events focused on student welfare. Including monitoring of the budget associated with such activities by working within the constraints of the Student Services and Amenities Fee regulations and University guidelines including risk assessments.
* Develop and deliver awareness campaigns, in collaboration with the Marketing and Communications Student Communications Team, regarding welfare services and other welfare issues such as budgeting, tenancy, employment rights.
* Initiate, develop and maintain networks or partnerships with key stakeholders within the University, including student associations, and external agencies with a focus on developing and maintaining best practice programs and timely and appropriate referral pathways.
* Develop and deliver training to University staff on welfare services, support and information and maintain appropriate reference and referral mechanisms.
* Provide students with information about their eligibility for benefits from a range of government and community organisations and liaise with relevant staff within those organisations about individual student's problems.
* Maintain processes and records for reporting and preparation of proposals in relation to student welfare.
* Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
* Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).