

POSITION DESCRIPTION

Disability Advisor



POSITION DETAILS

Position Title	Disability Advisor
Classification	HEW 8
Position Number	Various
School/Office	Student Wellbeing Services
Division	Student Success

POSITION PURPOSE

This role delivers tailored, proactive, and responsive support services to students with disability, with a focus on enhancing their access, participation, retention, and success at the university.

KEY ACCOUNTABILITIES

- Provide specialist advice, information, support, and advocacy services for students with disability, using innovative approaches to enhance their retention, participation, and success.
- Collaborate with students and staff to develop, monitor, and refine academic reasonable adjustments plans using data insights and review systems.
- Provide expert advice to staff and other stakeholders on inclusive design regarding the accessibility of facilities, services, and learning environments for students with disability.
- Contribute to and monitor service performance metrics and student feedback to identify gaps and implement targeted improvements.
- Maintain accurate records and uphold university policies, legislative requirements and funding requirements in all service delivery activities.
- Build and sustain collaborative relationships with internal teams and external partners to enhance service delivery and referral pathways.
- Use student feedback and data to shape strategic insights and recommend systemic improvements.
- Co-develop and deliver engaging educational programs that foster accessibility and inclusion for students with disability across the University community.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Tertiary qualification in Allied Health, Education, Social Work, or a related field.

2. Extensive relevant experience in working with a wide range of clients with disability in a support, training and advisory role or similar.
3. Demonstrated knowledge and use of the Federal Disability Discrimination Act (1992, Disability Standards for Education (2005) New South Wales Anti-Discrimination Act 1977 and the Privacy Act (1998).
4. Proven ability to engage effectively with a diverse range of stakeholders and in building strong collaborative relationships with internal teams and external services.
5. Excellent written and verbal communication skills, with demonstrated experience presenting to varied audiences.
6. Demonstrated strong advocacy and negotiation skills, with the ability to effectively support and represent students in resolving sensitive and complex educational and/or systemic issues.
7. Demonstrated ability to manage multiple priorities and meet deadlines in a complex environment.
8. Proficiency in Microsoft 365 and CRM platforms.

KEY RELATIONSHIPS

- **This position reports to:** Manager, Disability Service
- **Key internal relationships:**
 - Disability Support Service
 - Other Student Wellbeing Services
 - Academic colleagues
 - Professional staff involved in the delivery of services to students.
- **Key external relationships:**
 - Community organisations
 - Government agencies
 - Australian Disability Clearinghouse on Education & Training (ADCET)
 - Education Sector

CHALLENGES

- Delivering services across a multi-campus environment.
- Balancing the demands of direct student support with contributing to preventative initiatives, project development, and innovation—whilst effectively managing and prioritising urgent student matters
- Navigating competing and evolving priorities across multiple stakeholder groups while maintaining service quality.
- Ensuring compliance with complex regulatory frameworks.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Office for People and Culture

Date: 29.06.2026