

POSITION DESCRIPTION

Head of Student Voice, Advocacy and Wellbeing



WESTERN SYDNEY UNIVERSITY
STUDENT UNION

POSITION DETAILS

Position Title	Head of Student Voice, Advocacy and Wellbeing
Classification	Senior
Position Number	XXXXXXXX
School/Office	Student Voice, Advocacy and Wellbeing
Division	WSUSU

POSITION PURPOSE

To lead and strengthen WSUSU's student voice, advocacy, equity, and wellbeing services to empower students, protect their rights, and ensure a safe, inclusive, and supportive university experience.

KEY ACCOUNTABILITIES

1. **Advising the CEO** on matters and emerging trends relating to student advocacy, sexual violence, student voice, student wellbeing, and student inclusion.
2. **Lead, support and develop** the team, fostering a collaborative, student-centred culture, while monitoring service effectiveness and implementing improvements based on student feedback and data.
3. **Lead the development and delivery of** student wellbeing initiatives such as food security programs, emergency relief, and wellbeing campaigns that address practical barriers to student success.
4. **Ensuring the success of the student voice functions** within WSUSU through overseeing the provision of support, guidance, mentoring and training to student representatives on the SRC and other student bodies such as collectives, and successfully engaging students in taking up representative roles and channelling student voice to the appropriate decision makers.
5. **Oversee the delivery** of safe, trauma-informed support pathways for students reporting sexual harassment, assault or other forms of harm, ensuring best practice response and referral, and of high-quality, confidential advocacy services that support students navigating academic misconduct, appeals, complaints, grievances, and other university processes.
6. **Build and maintain strong working relationships** with student representatives, university staff, external service providers, and community partners to advocate for and enhance student support services.
7. **Supporting the organisation and student representatives** with relevant research, trends and policy analysis which can inform policy change, campaigns, and student advocacy.
8. **Lead initiatives and support student equity** collectives to advance diversity, inclusion and social justice, ensuring underrepresented student groups have a strong voice and safe spaces to participate.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Tertiary qualifications** in Social Work, Law, Social Sciences, Community Development, Education, or a related field (postgraduate qualifications desirable).
2. **Proven experience leading**, supervising and developing a team in a student services, community services, or advocacy context.
3. **Highly developed verbal and written communication skills**, with the ability to manage complex cases, resolve sensitive issues, and maintain confidentiality and professionalism at all times.
4. **Strong understanding** of student representative structures (e.g. SRCs) and demonstrated experience supporting or working with student governance, advocacy or representative bodies.
5. **Proven ability to build and maintain** collaborative relationships with diverse stakeholders including students, university staff, community organisations and external service providers.
6. **Sound knowledge of trauma-informed approaches** and experience supporting individuals affected by sensitive and complex issues such as sexual harassment, sexual assault or discrimination.
7. **Demonstrated commitment to and experience** advancing equity, diversity and inclusion initiatives, ideally including work with student equity collectives or underrepresented communities.

KEY RELATIONSHIPS

- **This position reports to:** CEO
- **This position supervises:** Manager, Student Advocacy Service; Food Security Coordinator; Student Voice Officer.
- **Key internal relationships:**
 - CEO
 - Department heads
 - All WSUSU staff
 - Student leaders
- **Key external relationships:**
 - University administration
 - Government representatives
 - Broader community

CHALLENGES

- Advocating strongly for students' rights and welfare while maintaining constructive relationships with university administration and balancing at times conflicting priorities.
- Ensuring student representative bodies (like the SRC) operate effectively, remain engaged and well-trained, despite frequent student leadership turnover and varying levels of governance experience.
- Managing a growing volume and complexity of student issues — including welfare and food insecurity — with a small team and finite budgets, while ensuring staff wellbeing and service quality.
- Ensuring the management of highly sensitive advocacy matters, including misconduct allegations, appeals, and disclosures of sexual violence, while ensuring services remain trauma-informed, confidential, and legally compliant.

EXPECTATIONS

WSUSU expects that all employees are aware of, and comply with legislation and relevant policies and procedures relevant to the position, including but not limited to:

- WSUSU 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:

Date: