

POSITION DESCRIPTION

Student Advocate



WESTERN SYDNEY UNIVERSITY
STUDENT UNION

POSITION DETAILS

Position Title	Student Advocate
Classification	HEW 7 [Award]
Position Number	7016567
School/Office	Student Representation, Advocacy and Wellbeing
Division	WSUSU

POSITION PURPOSE

To provide confidential, trauma-informed advocacy and support to students navigating misconduct matters and sensitive disclosures, ensuring fair outcomes and connection to appropriate services.

KEY ACCOUNTABILITIES

- 1. Provide Individual Advocacy Support-** Assist and represent students navigating academic and general misconduct processes, ensuring they understand their rights, options, and university policies.
- 2. Deliver Trauma-Informed Support for Disclosures-** Provide confidential, compassionate, and trauma-informed first response to students reporting experiences of sexual violence, harassment, or other sensitive matters.
- 3. Coordinate Referrals and Case Management-** Connect students to appropriate internal and external support services, including counselling, legal services, health care, and community agencies, and help coordinate ongoing support where needed.
- 4. Prepare and Review Documentation-** Support students to prepare written submissions, appeals, statements, and other documents related to university misconduct and grievance procedures.
- 5. Attend Meetings and Hearings with Students-** Accompany students to misconduct hearings, disciplinary meetings, or other formal processes, advocating for fair treatment and procedural fairness.
- 6. Deliver Student Education and Awareness-** Develop and deliver information sessions or resources to educate students about misconduct processes, consent, respectful relationships, and available supports.
- 7. Maintain Accurate Case Records and Reports-** Keep confidential and up-to-date case notes, ensure compliance with privacy legislation, and contribute to reporting on trends and systemic issues.
- 8. Work Collaboratively with University Stakeholders-** Build strong working relationships with university staff, student leaders, and external agencies to ensure coordinated, student-centred support pathways.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Relevant tertiary qualifications** in law, social work, social sciences, psychology, education, or another related field, or an equivalent combination of training and demonstrated experience.
2. **Proven experience providing individual advocacy, case management, or support services**, preferably in a university, community legal, or youth support environment.
3. **Sound knowledge of misconduct and grievance processes** in a tertiary education context, or the demonstrated capacity to quickly interpret and apply complex policies and procedures.
4. **Demonstrated experience providing trauma-informed support** to people who have experienced sexual violence, harassment, or other sensitive and distressing situations.
5. **High-level interpersonal and communication skills**, with the ability to build trust, handle confidential information sensitively, and advocate effectively on behalf of diverse students.
6. **Strong organisational and case management skills**, including maintaining accurate records, managing multiple cases, and working within strict privacy and confidentiality frameworks.
7. **Ability to work collaboratively with a range of stakeholders**, including students, university staff, external support services, and community organisations, to coordinate holistic support for students.

KEY RELATIONSHIPS

- **This position reports to:** Student Advocacy Service Manager
- **This position supervises:** Nil
- **Key internal relationships:**
 - Student Advocacy Service Manager
 - Clients
 - All WSUSU staff
- **Key external relationships:**
 - University administration
 - NGO's and external support services

CHALLENGES

- Supporting students experiencing trauma, distress, or crisis including disclosures of sexual violence which can be emotionally demanding and requires strong personal resilience and professional boundaries.
- Navigating complex university misconduct, grievance, and disciplinary processes while maintaining impartiality and managing the expectations of both students and institutional stakeholders.
- Handling highly sensitive information responsibly and ensuring strict compliance with privacy legislation, while also meeting reporting requirements and managing risk.
- Managing multiple active cases with tight timelines, while providing students with timely, individualised support and balancing broader responsibilities such as workshops, outreach, and systemic advocacy.

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: Office for People

Date: 28.08.2026