

POSITION DESCRIPTION



Student Welfare Officer



POSITION DETAILS

Position Title	Student Welfare Officer
Classification	HEW 6
Position Number	7003246, 7006593, 7003249, 7003247, 7008895, 7010165, 7008896, 7003248
School/Office	Office of the Pro Vice-Chancellor, Student Success
Division	Division of Education and Students

POSITION PURPOSE

The Student Welfare Officer delivers responsive, high-quality student welfare services that enhance student wellbeing, success and engagement across the University. The role provides professional assessment, advocacy and case management services to students experiencing welfare-related challenges while ensuring service delivery aligns with University values, compliance obligations and strategic wellbeing objectives.

KEY ACCOUNTABILITIES

1. Deliver professional assessment, advice, advocacy and referral services to students experiencing welfare-related issues including financial hardship, academic matters, accommodation concerns and personal challenges.
2. Provide effective case management for identified student cohorts, including students requiring specialised welfare support such as Asylum Seekers and Under 18 International Students.
3. Design, implement and evaluate educational initiatives, programs and preventative strategies that promote student wellbeing and improve student outcomes.
4. Maintain accurate and confidential student records and case information in accordance with University policies, legislation and information management requirements.
5. Assess student financial and personal circumstances to determine eligibility for financial assistance and appropriate welfare interventions.
6. Develop and maintain collaborative relationships with internal and external stakeholders to coordinate integrated and student-centred support services.
7. Contribute to continuous improvement initiatives by participating in service reviews, policy development and strategic planning activities.
8. Develop and deliver communication resources and information strategies that improve awareness and accessibility of welfare services for students and staff.
9. Undertake and contribute to small projects and other initiatives as required, including supporting the development, implementation and evaluation of activities that enhance student wellbeing, service delivery and operational outcomes

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Tertiary qualifications in Social Sciences, Social Work, or a related discipline, or an equivalent combination of qualifications and relevant experience.
2. Demonstrated knowledge and understanding of welfare issues affecting individuals from diverse backgrounds and the ability to respond appropriately.
3. Proven experience in case management, advocacy and the delivery of student or community support services.
4. Strong communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders and manage sensitive situations professionally.
5. Demonstrated experience in developing and implementing projects, initiatives or service improvements.
6. Proven ability to manage competing priorities, work independently and maintain high standards of professionalism and service quality.
7. Strong digital literacy skills and experience using technology and case management systems to deliver services.
8. Current NSW Working with Children Check clearance in accordance with legislative requirements

KEY RELATIONSHIPS

- This position reports to: Manager, Welfare and Scholarships
- Key internal relationships:
 - Academic Program Directors
 - Student Services and Engagement Team
 - Equity and Diversity Unit
- Key external relationships:
 - Current and prospective students
 - Homestay providers
 - Government and non-government agencies

CHALLENGES

- Managing complex and sensitive student welfare matters while balancing risk, compliance and student wellbeing outcomes.
- Responding effectively to the diverse and changing needs of students across multiple campuses and service delivery modes.
- Managing competing priorities and fluctuating service demands while maintaining high-quality and timely support.
- Navigating complex policy, legislative and compliance requirements while ensuring consistent service delivery.

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: 01.07.2026