

POSITION DESCRIPTION

Student Success Coach



POSITION DETAILS

Position Title	Student Success Coach
Classification	HEW Level 6
Position Number	TBC
School/Office	Office of Student Success
Division	Education and Students

POSITION PURPOSE

Student Success Coaches are part of a proactive, rapid-response team that identifies and supports students showing early signs of disengagement or academic risk. Success Coaches use behavioural data and student engagement indicators to provide short-term, high-impact interventions and case management. This role complements academic advising by addressing non-academic and behavioural drivers of attrition.

KEY ACCOUNTABILITIES

1. Proactive Outreach & Engagement - Monitor behavioural risk indicators and real-time analytics dashboards to identify disengaged or at-risk students. Build outbound campaigns via contact centre system and conduct brief, student-centred check-ins to understand barriers to success, predominantly utilising 2-way messaging channels with some outbound phone calls. Design short-term support plans and follow-up pathways to restore student engagement. Seek support on their behalf (for example academic support for a program plan) and refer as appropriate to wellbeing teams. These specialised roles will work supporting either Domestic or International students.
2. Collaboration & Coordination - Work closely with other Student Services Hub to ensure seamless handovers and avoid duplication. Collaborate with Success Analysts to identify patterns, share insights, and contribute to trend reporting. Participate in communities of practice with Advising and Faculty/School teams to support integrated student success strategies.
3. Equity-First Practice -- Provide inclusive culturally appropriate, responsive, and strengths-based engagement that recognises the intersection of academic and personal challenges.
4. International student Success Coaches will: Provide case management as required to International students, have an understanding of the varying visa, policy requirements and processes that impact this cohort. They will work closely with the Senior Student Service Hubs – International Liaison and International Student Welfare Officer to ensure the right support is

available and delivered to this cohort of students.

5. Triage & Service Referral - Refer students to appropriate academic advisors, wellbeing teams, financial support, welfare, disability services, or employability staff based on identified needs. Maintain clear and timely records of all cases and interventions using current systems. Track follow-up actions and outcomes to ensure resolution or re-engagement.
6. Not Faculty-Based - Maintain independence from academic and curriculum processes to ensure agility and responsiveness.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A degree with relevant experience or extensive experience and specialist expertise in a large organisation
2. Demonstrated experience in call centre customer service, student engagement, case management, wellbeing, or coaching roles.
3. Strong communication, interpersonal and listening skills with the ability to build rapport quickly through an empathetic approach.
4. Knowledge of the student lifecycle and barriers to engagement and belonging in higher education.
5. Capacity to problem solve, work independently and respond rapidly to complex or sensitive student issues.
6. Familiarity Proficiency with contact centre and CRM systems, student engagement data, and outcome tracking and reporting.

KEY RELATIONSHIPS

- This position reports to: Manager, Student Success Coaches
- This position supervises: N/A
- Key internal relationships:
 - Academic Success and Advising Partners
 - Careers
 - Equity & Wellbeing
 - Analytics
- Key external relationships:
 - Partner institutions and community organisations

CHALLENGES

- Rapid identification and response to student risk: monitor real-time behavioural indicators and respond quickly to signs of disengagement.
- Navigating complex student needs across diverse cohorts.
- Maintaining agility outside academic structures
- Balancing empathy with outcome tracking: Building rapport and trust with students while maintaining accurate records, tracking outcomes, and contributing to data-informed practice.

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:

Date: