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| **Position Title** | Welfare Officer |
| **Group/Portfolio** | Corporate Services / Campus Life |
| **Classification** | HEW 6 |
| **Position Number** | 00061805 |
| **Reports To** | Student Advocacy and Engagement Coordinator |
| **Employment Type** | Continuing |

## Position Purpose

The Office of Campus Life is responsible for the planning, construction and on-going operation of the university’s built environment and grounds. The Office also provides a range of ancillary and support services that encourage student engagement and provide essential amenities to staff, students and visitors of the university.

Student Associations provide a range of activities and support services for students on each of the Brisbane, Logan & Digital campuses. Promoting active and healthy student communities, creating opportunities for social interaction, providing avenues for students to develop leadership skills and supporting the diverse needs of the student population are key objectives.

The SRC and GUPSA Welfare Officer provides professional and timely welfare support to students in crisis, oversees the Student Associations Emergency Assistance Program, and facilitates events and initiatives that equip students with the resources required to confidently manage their own welfare needs.

## Eligibility Requirements

* Completion of a relevant degree in social work, human services or a related field
* Extensive experience providing welfare-related information and support to a diverse range of clients; or an equivalent combination of relevant experience and/or education/training.
* Current Suitability Card (blue card)

## 3.0 Key Responsibilities

* Provide emergency assistance and information for students in crisis situations including the delivery of the Student Associations Emergency Assistance Program
* Provide students with information about their eligibility for benefits from a range of government and community organisations and liaise with relevant staff within those organisations about individual student's problems.
* Assist students with other welfare issues (e.g. budgeting, tenancy, employment rights), and act more generally as first point of contact for students seeking information or referral to University or community agencies.
* Initiate, develop and maintain networks or partnerships with other staff of the University, student groups, and external agencies with a focus on developing and maintaining timely and appropriate referral pathways.
* In consultation with the Advocacy and Engagement Coordinator conceptualise, manage and deliver a suite of events, programs and projects focused on student welfare. Including monitoring of the budget associated with such activities by working within the constraints of the Student Services and Amenities Fee regulations and University guidelines including risk assessments.
* Maintain comprehensive, professional records and support the Advocacy and Engagement Coordinator with data collection, preparation of proposals and reports in relation to student welfare.
* Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
* Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).