



Position Description

Position Title: Student Living and Support Officer	Classification: Bond Level 4
Faculty/School/Office: Student Housing, Campus Life	Date Position Classified/Updated: July 2024

Purpose of the Position:

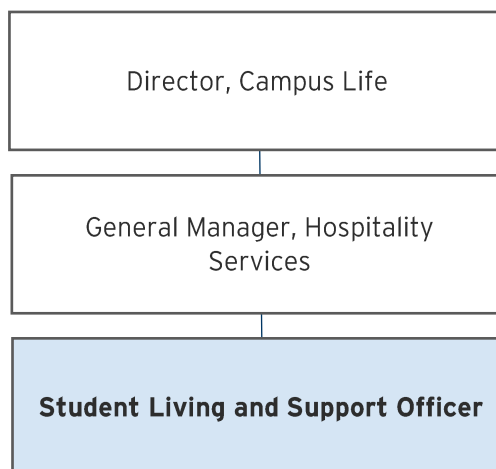
The University's Student Living Support Officer (SLSO) is a key member of the Campus Life team, working specifically within Student Housing and in coordination with the Student Success and Wellbeing team. This role is dedicated to supporting the needs of a diverse residential cohort of undergraduate and postgraduate students residing on our main campus.

As a vital front-line position, the SLSO involves extensive direct interaction with student residents, ensuring a seamless transition and integration into campus life. This includes facilitating a welcoming environment, fostering partnerships with students, actively addressing health and wellbeing concerns, aiding academic achievement, and providing prompt and compassionate responses to student inquiries and issues.

The SLSO also provides support for academic guidance, leadership development and community engagement activities. This encompasses promoting cross-community sports, cultural events, and proactive wellness and monitoring initiatives to help students integrate and connect with the community. Ensuring the safety and wellbeing of students is paramount, with a focus on creating an inclusive and supportive atmosphere that aids in their mental, emotional, and physical health to enhance the overall student residential experience.

Reporting Relationship:

This position reports to the General Manager, Hospitality Services:



Selection Criteria:

- A degree coupled with a minimum three years relevant professional experience, preferably in a student facing/pastoral care related role.
- Demonstrated experience in Mental Health First Aid with commitment to supporting mental well-being.
- Excellent communication skills and the ability to **engaging stakeholders** at all levels.
- Proven leadership skills, fostering team motivation and achieving common goals.
- Strong problem-solving skills with an innovative approach to challenging situations.
- Demonstrated experience in delivering outstanding customer service, enhancing client engagement and satisfaction.
- Ability to work under pressure, managing multiple tasks with high organizational and time management skills.
- First Aid certification with the skills and knowledge to respond promptly and efficiently to emergency situations.
- Experience in multicultural environments, valuing respect, diversity, and inclusivity.
- An understanding of Responsible Service of Alcohol (RSA) regulations and a commitment to maintaining a safe and compliant environment.
- Proven discretion and confidentiality with sensitive matters.
- Evidence of a current blue card.

Desirable Criteria:

- Previous experience as a Duty Manager including coordinating housekeeping and maintenance requirements.

Competency	Responsibility
Guest and Service Standards	<ul style="list-style-type: none"> • Taking a proactive role in maintaining the rights of every resident to personal wellbeing, peace, privacy and security. This includes: <ul style="list-style-type: none"> ○ Participating on a rostered basis, in the supervision of all residents within Student Housing on weeknights, weekends and holidays ○ Administering Student Housing policies, and rules, regularly reporting on disciplinary issues to the General Manager of Hospitality Services ○ Monitoring noise levels within the community, to ensure quiet times and reasonable enjoyment ○ Managing the behaviour of all residents, staff and visitors ○ Providing general advice, referral and support for residents as necessary ○ Providing information to students on access to academic and support services and amenities ○ Establishing and maintaining a rapport with the Wellness team with a view to identifying students who may be experiencing issues.
Operational Performance and Pastoral Support	<ul style="list-style-type: none"> • Contribute to the development of initiatives and practices and provide advice that promotes an inclusive and welcoming environment for residence students including on wellbeing matters • Utilise a restorative approach to work with student who experience peer and community conflict following University Policy • Work in conjunction with Student Success and Wellbeing team and Faculty SASQ's to ensure support mechanisms and opportunities are in place to support residential students. • Escalate matters as required to the Student Success and Wellbeing team or the GM-Hospitality Services as appropriate. • Assisting residents in relation to lockouts

	<ul style="list-style-type: none"> ○ Securing entrances and exits and ensuring lights and electrical equipment in communal areas are turned off when not in use ○ Reporting any maintenance or damage to the appropriate officer ○ Supporting security in Incident Management protocols and rendering required action and assistance at any accident or incident, including First Aid ○ Supporting security in Responding to alarms, including fire alarms/incidents ○ Liaising with University security staff and the student housing as appropriate ○ Attending all relevant professional development and training activities, including performance management activities ○ Always carrying a mobile phone, to respond to calls generated from the Student Living phoneline ○ Ensuring living environments are clean and hygienic ○ Approval of party forms and gathering procedures ○ Bi semesterly check in with all residents to check on welfare and mental health
Administration	<ul style="list-style-type: none"> ● Provide administrative support to residents as part of the student housing Team by: <ul style="list-style-type: none"> ○ Providing front administration support for basic tasks ○ Completing room inspections and, file notes, Critical Incident Reports, ○ Effectively utilising StarRez or other property management system ○ Liaising with other University staff and University security as required Providing answers to enquiries and, where possible, responding to resident's requests ○ Providing booking, check-in and check-out services for residents and guests ○ Issuing keys and access cards ○ Reporting internally on cleaning, catering or maintenance issues that may become evident during rounds within the residences ○ Documenting and reporting all behaviour issues and incidents that occur during your shift ○ Providing excellent resident support and participating in tours and other activities as requested
Personal Development	<ul style="list-style-type: none"> ● Participate in relevant training to support the role such as <ul style="list-style-type: none"> ○ Fire warden training. ○ First aid ○ Mental health first aid ○ Other wellbeing training ○ Blue card
Understanding of Quality Assurance	<ul style="list-style-type: none"> ● Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. ● Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> ● Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. ● Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.

**Understanding of
WHS
Responsibilities**

- Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.
- All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.
- Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.