

Position Title: Student Wellbeing and Inclusion Manager	Business Unit: Student Operations
Reports To: Chief Student Officer	Direct Reports: Yes (employees and interns)
Employment Type: Full Time (with flexibility of hours)	Classification: Level 9 - Education Services (Post Secondary Education) Award 2020
Budget: Yes	Location: Melbourne campuses (Fitzroy / Collingwood)
Purpose of the Role	
<p>At Collarts, students come first. We welcome a diverse range of learners and see difference as powerful. We are committed to making Collarts increasingly accessible, improving inclusion by partnering with students to understand their lived experience and change Collarts for the better.</p> <p>The Student Wellbeing & Inclusion Manager is a professional role designed to oversee a range of culturally appropriate, sensitive, trauma-informed services, often in partnership with the People and Culture team and leaning on the wisdom of a range of external experts. They are responsible for meeting the wellbeing and inclusion needs of students (international and domestic), contributing to safe, respectful and accessible learning environments where students can participate and succeed. They manage a team of co-ordinators, practitioners and interns that provide various wellbeing services, including the case management of students who are at risk or who have complex cases, working with other services to manage risk and minimise harm.</p> <p>The Student Wellbeing and Inclusion Manager will oversee existing services and create new offerings that meet emerging needs of students experiencing vulnerability, distress, or barriers to participation, including:</p> <ul style="list-style-type: none"> • A College-wide Wellbeing Framework and mental health plan with services that promote and restore student emotional and psychological wellbeing, • Equitable Learning Access plans and associated support for students with disabilities and medical conditions, • Counselling and Social Work services with practitioners and interns providing one-on-one counselling, case management, small group sessions and proactive, health promotion activities, • Financial hardship remedies that address short-term shortfalls in students’ ability to meet their personal and study expenses, • Faith-based services, including chaplaincy, that foster spiritual wellbeing and boost pastoral care, • Trauma-informed and risk-based complaint processes to address non-academic conduct concerns, including gender-based violence. <p>Balancing the delivery of short-term support to students who need it with opportunities to strengthen the mental health of our community, the Manager will thrive on devising initiatives that enhance wellbeing and boost student outcomes. Programs will build students’ capacity to self-manage, self-regulate and connect with longer-term support in their communities. The Manager will also help reduce the reliance on face-to-face appointments and instead invest in building digital content that students can access at any time.</p> <p>The Student Wellbeing and Inclusion Manager will play a pivotal role in providing specialist advice to academic staff, helping teachers feel equipped to support students in achieving successful unit and course outcomes. They will provide an intelligent and coherent set of solutions for</p>	

students, embedding promising practice from the education sector and beyond and provide guidance on student wellbeing issues, including appropriate triage, referral pathways, documentation and escalation.

The role has explicit responsibility for ensuring Collarts meets a range of legal and regulatory requirements, including those specified by the Commonwealth Department of Education, ATEC, the National Student Ombudsman, TEQSA or ASQA. These include specific guidelines regarding:

- Gender-Based Violence (GBV) prevention and response,
- Anti-racism initiatives in direct response to the Respect at Uni study, and
- Commonwealth and State Discrimination legislation.

In addition, the Manager will instigate a range of belonging initiatives that change Collarts for the better, delivering on our bold ambition to be inclusive and to value difference as powerful: taking an intersectional approach to making the College accessible to First Nations students, queer and trans students, disabled and neurodivergent students, students of colour, students from faith, cultural and linguistically diverse backgrounds, and students underrepresented in the Collarts community because of their age, gender, sexuality, socioeconomic status, citizenship or race, family or carer's responsibilities, pregnancy or breastfeeding, political opinion or experience of family and domestic violence.

Day to day work will include coordination of a busy service cycle anchored on the delivery of three trimesters per year, liaising across every team to ensure students are engaged and on track, and that campuses and courses are accessible. They will role model the Collarts values and will represent the Collarts brand through every form of communication. They will delight in creating opportunities to partner with students and amplify student voices and will work across the business to find opportunities for reduced effort and increased impact.

This position is based at the Wellington Street campus in Collingwood with a requirement to be present at other campuses on a regular basis. There may be times when working outside normal hours is necessary to coordinate events or meet project deadlines. The role will have flexibility to work from home on an agreed schedule and may be required to travel interstate on occasion.

Strategic Goals the role contributes to the success of achieving:

- **We will better prepare students for study** with foundation courses that build capacity, capability and confidence. Our student support will be world-class, adapting to the needs of our diverse cohorts. We will partner with students to codesign an outstanding student experience.

Key Outcomes

- Students with disabilities and medical conditions have equitable access to Collarts courses, campuses and services
- All students have access to culturally appropriate, trauma-informed, professional support, case management and complaint services
- Collarts offers access to a range of qualified practitioners suitable to address current and emerging student needs
- The financial aid program is innovative, effective and proactive, meeting student needs and sustainably managed
- New services are launched in direct response to student needs, including faith-based services for improved pastoral care
- Interns provide a high standard of care to students and are supported to complete a successful placement at Collarts

- Collarts has a future-fit Wellbeing Framework and Mental Health Plan that drives actions and accountabilities
- Collarts offers a range of proactive, preventative mental health initiatives that build resilience and wellbeing, protecting students from harm
- Collarts staff are supported and equipped to manage (online and on campus) classroom challenges
- The diversity of Collarts students is valued, and students are invited to partner with service providers to improve services
- Students at risk are case managed and monitored, reducing risk where possible and involving relevant external expertise as needed
- Trauma-informed and risk-based complaint processes effectively address non-academic conduct concerns
- Collarts provides trauma-informed, accessible and timely responses to gender-based violence, committed to community safety
- Collarts actively addresses all forms of racism, including First Nations racism, Islamophobia and anti-Semitism

Key Accountabilities

The following accountabilities are not exhaustive, and others may be included as directed and in alignment with the role classification level.

Support for students

- Drive a range of wellbeing and inclusion initiatives at Collarts that make the College more accessible and safer for diverse learners.
- Support the equitable learning team and processes that ensure students with disabilities or medical conditions are identified early in the lifecycle, have agency in determining their own needs, have access to appropriate support at the right time, and that the onus remains on Collarts to be accessible, not on the student to adapt.
- Oversee the development and implementation of a new Mental Health Plan, balancing the provision of one-on-one or small group work with broader health promotion initiatives that improve the lives of students and staff.
- Coordinate with external mental health professionals and services to provide additional support and resources for students as needed, ensuring students have access to culturally safe services with expertise in meeting their needs.
- Connect Collarts to a range of community supports that round out the service offering, addressing students' need for specific support including faith-based services, housing security, food security and legal advice.
- Develop and deliver workshops on student wellbeing and inclusion to build the capacity of staff and students in managing Collarts life.
- Maintain and promote the wellbeing and inclusion services available for students across various platforms.
- Provide leadership and advice to the Student Operations team, driving coherence, confidence and outstanding customer service.
- Stay informed about current trends and best practices in wellbeing and inclusion.

Complaints, conduct and case management

- Ensure students have access to easy-to-find, accessible, timely and safe complaint processes, both in raising concerns about the quality of services delivered at Collarts and in reporting a range of online, on-campus and off-campus conduct issues.
- Meet Collarts obligations under the Gender-Based Violence guidelines, coordinating safer community initiatives, participating in the GBV Committee and leading policy and program implementation to support compliance with the National Higher Education Code to Prevent and Respond to Gender-based Violence (National Code).

- Contribute expertise to Collarts’ anti-racism initiatives, actively addressing all forms of racism, including First Nations racism, Islamophobia and anti-Semitism, in direct response to the Respect at Uni study.
- Implement recommendations from the National Student Ombudsman, adopting good practice in complaint handling and valuing complaints as an effective form of feedback.
- Triage complex cases, escalate risk, and maintain accurate and confidential case records, acting as a central point of coordination.

Support for staff

- Supervise and mentor students on placement at Collarts (counselling, social work and other related fields) ensuring they receive a comprehensive and supportive learning experience.
- Provide advice on escalated enquiries and complex cases involving student welfare and safety.
- Collaborate with academic and administrative staff to develop wellbeing programs that promote mental health and resilience.
- Collaborate with the Head of People and Culture to design and deliver whole-of-community education and wellbeing programs.

Reporting

- Collect and report on case management data, providing insights and recommendations to the Leadership team.
- Evaluate the effectiveness of wellbeing and inclusion programs, working with students to find ways to improve services and support.
- Monitor good practice from the sector and guidance notes from regulatory bodies, adjusting delivery of internal services.

Compliance

- Maintain full compliance with all relevant legislation and regulations, including but not limited to:
 - education legislation such as HESA, ESOS and the requirements of CRICOS / National Code
 - quality standards issued by education regulators TEQSA and ASQA
 - consumer protection and human rights legislation including anti-discrimination protections, and
 - workplace health and safety legislation and associated safety instructions.
 - disability discrimination legislation

Selection competencies

Essential competencies

1. Relevant qualifications in counselling, social work, community health or a related field, or at least five years’ experience.
2. Proven experience in devising and implementing effective and sustainable wellbeing and inclusion services.
3. A preference for working with autonomy and minimal supervision, relishing the opportunity to make a big impact in a small College.
4. Strong interpersonal skills, with the ability to engage effectively with a diverse student and staff population.
5. High level communication skills, including the ability to market programs to students and present to internal and external stakeholders.
6. Demonstrated commitment to inclusion, diversity and reconciliation, ensuring services are culturally safe, inclusive and trauma-informed
7. Demonstrated case management and risk management skills, including effective referral to and liaison with specialist external services.
8. Ability to obtain and maintain a working with children check.

Desirable competencies

9. Experience in providing support services within a higher education setting and/or to young adults.
10. Demonstrated ability to develop a Mental Health plan and to implement (online and in-person) programs, resources and initiatives that improve health and reduce risk.
11. Supervision of interns or students on placement.

Our Collarts Values

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values. Lead by example in embodying our core values of:

CURIOSITY Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

KINDNESS Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

CONNECTION Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

COURAGE Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

MASTERY Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.