The University of New South Wales

POSITION DESCRIPTION

POSITION TITLE: INTERNATIONAL STUDENT ADVISER
POSITION NO.
DIVISION/FACULTY: Student Development
SCHOOL/UNIT/SECTION: Student Development International
REPORTS TO: Manager, Student Development
CLASSIFICATION: HEW Level 7
WRITTEN BY: Jan Thomas
DATE: February 2015

A. JOB PURPOSE

Student Development International (SDI) offers a diverse range of student focused services and programs to enhance the international student experience across the student life cycle, from admission to graduation.

The International Student Adviser is responsible for the development, implementation and coordination of professional, evidence based support services and programs to assist international students to achieve their academic and personal development goals during their time at UNSW.

B. DUTIES

1. Provide individual advice and case management to International Students including case managing international students under the age of 18 years.

2. Collaborate with the SDI team to develop, plan, organize and conduct student focused transition, returning home, intercultural skills and social inclusion programs for international student

3. Collaborate with the Manager and/or team (as directed) to develop, plan, organize and conduct evidence based development programs, workshops, initiatives and events in response to the identified needs of international students

4. Stay abreast of new legislation, procedures and policies affecting international students and acquire and disseminate current information to international students and colleagues.
5. Develop and maintain links with key stakeholders including faculties & schools, other units in Student Life and Learning and administrative units

6. Undertake relevant institutional and practice based studies in line with the strategic direction and needs of the unit

7. In collaboration with the SDI team develop, enhance and maintain a range of electronic and print based resources related to enhancing the international student experience

8. Provide reports and other information to the manager

9. Undertake risk management and actively support and participate in risk management including identifying and evaluating risks that may impact on the university

10. Promote compliance with Social Justice and Occupational Health and Safety policies and legislative requirements in all aspects of work

**C. ENVIRONMENT**

The character of UNSW as an organisation, its management, and operations derive from the University's evolved position as a leading research university in the Australasia/Asia-Pacific region, with strong international linkages, an extensive range of academic programs, and a culturally diverse staff and student population. Student administration, student support services, and academic administration services, are key elements in the organizational fabric of UNSW and critical both for its day-to-day operations and the achievement of longer terms strategic goals. UNSW has established over time a shared service-delivery model for student administration and support services. Central units and Faculties provide important, mutually supporting services. Student Life and Learning ensures a co-ordinated and controlled approach to managing and delivering student services to ensure quality, consistency and equity for all students.

**Student Life and Learning**
Student Life and Learning is one of the key functional areas in the Division of the Deputy Vice-Chancellor (Academic) and is within the portfolio of the Pro-Vice Chancellor (Students). It comprises the following work units:

- Careers and Employment
- Counselling and Psychological Services [CAPS]
- Student Development - International
- Student Central
- Student Conduct and Complaints
- Student Equity and Disability Unit
- The Learning Centre
- The Religious Centre
- The Hub

D. REPORTING RELATIONSHIPS AND SUBORDINATES

The International Student Adviser reports to the Manager, Student Development who reports to the Director Student Life and Learning

E. ACCOUNTABILITIES

Student support and advice

Provide accurate, efficient and culturally sensitive support and advisory services for international students within the guidelines of UNSW policies and procedures and other legislative requirements to facilitate students transition to the university and community and to enhance the student

Develop, Organise, Facilitate Programs

Develop, plan, organise and conduct evidence based services, programs and activities to facilitate the transition, acculturation and development of international students

Liaison and representation

Initiate and develop effective working relationship with schools /faculties, university administration and external stakeholders to ensure the best outcome for international students

Policy development and advice

Provide accurate and timely advice to the University in all matters relating to international students
to ensure that the University meets its legislative obligations and responds appropriately to changing student needs

F. MINIMUM EDUCATION

Relevant university degree

G. SELECTION CRITERIA

• A degree in Social Work or similar qualification

• Demonstrated experience in advising international students

• Demonstrated experience in the development, planning, organising and delivery of support services and programs to international students in a tertiary environment

• Demonstrated experience in the planning, development, and delivery of workshops in a tertiary environment

• Highly developed oral, interpersonal and written communication skills, including demonstrated experience in liaison at high-levels with a diverse range of people and organizations, internally and externally

• Demonstrated high level of organizational skills and ability to work effectively and efficiently in a team environment

• Demonstrated capacity to identify and respond to the particular needs of international students

• Demonstrated ability to develop, manage and assess information, including data gathering and compilation activities

• Demonstrated experience in using various computer software programs, web based materials and the internet to provide a range of services and information

• Knowledge and understanding of the principles of anti discrimination, staff and student equity, Health and Safety and other relevant legislation and the ability to apply these principles in the workplace