Position Description
Success Coach

Faculty/Portfolio	Division of Student Life
School/Centre	Peer Support, Students Helping Students
Basis of Employment	Casual
Primary Location of Work	Geelong Waurn Ponds Campus / Geelong Waterfront Campus / Melbourne Burwood Campus / Warrnambool Campus / Cloud Campus
Classification	HEW 2
Reporting Line	Kate Artz

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurn Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurn Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

Students Helping Students	Division of Student Life	Benefits of working at Deakin	Deakin's Strategic Plan – LIVE Agenda

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin

POSITION OVERVIEW

The primary purpose of the *Success Coach* is to support new Cloud Campus students in their successful transition to university during their first trimester at Deakin by:

- engaging and connecting regularly online with a group of students from your faculty
- listening and reading carefully, and questioning as needed to understand students' concerns or difficulties
- encouraging student awareness of concepts such as time-management and independent learning
- linking students to relevant support services in faculties and across the university
- fostering confidence for navigating Deakin's Cloud Campus

PRIMARY RESPONSIBILITIES

- Maintain regular contact via email and Zoom with an allocated group of new Cloud Campus students
- Help students find their best approaches to study
- Help students navigate Deakin's online environment
- Make referrals to other support services across the university
- Attend regular team development meetings
- Liaise with Students Helping Students peer support staff as required

POSITION REQUIREMENTS

- <u>Undergraduate students:</u> You will have completed at least eight (8) units of study at Deakin by the end of T3 2020
- <u>Postgraduate students:</u> You will have completed at least two (2) units of study at Deakin by the end of T3 2020
- You must be a current Deakin student and be continuing your studies at Deakin in 2021
- You have good academic results with WAM (average results) greater than 65%
- You can demonstrate excellent communication, organisational and time management skills
- You are enthusiastic in wanting to engage and help Cloud Campus students
- You show the ability and interest to work in an online environment
- You have completed SHS peer mentor training and have experience as a SHS peer mentor **OR** you are a Cloud Campus student studying totally online and you can demonstrate a good understanding of the complexities of online study

SPECIAL REQUIREMENTS

- Infrequent work outside business hours may be required on occasion (*e.g. work at evening or weekend events*)
- Working With Children Check
- You will require access to a computer using the Windows operating system

IMPORTANT

- Successful applicants must be available for four (4) hours of paid online training on Wednesday, 3 February 2021.
- Interviews for shortlisted applicants will be conducted (via Zoom or phone) during the week starting Monday, 30 November 2020.
- Successful applicants must be able to commit to two (2) hours work per week from the week starting Monday 15 February 2020 for up to 11 weeks.
- The selection of Success Coaches may also consider the need to ensure a mix of students from different faculties and courses.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.

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