Position Title: Student Welfare Officer
Position Classification: .5 FTE - General Staff Level 5
Reports To: Manager Student and Industry Engagement
Work Location: Regency Park ICHM Campus

Purpose of Position

The Student Welfare Officer position provides support services to students in relation to their health and welfare including; ongoing physical and mental wellbeing, personal and social education and also access and equity. The Student Welfare Officer will also provide guidance, enabling students to maximise their academic and personal potential during their studies at ICHM through a range of activities and/or interventions including but not limited to counselling, workshops, one-on-one meetings and/or resources. As well, this position provides advice to ICHM staff regarding student wellbeing strategies and initiatives.

Key Responsibilities

- Provide information with respect to medical advice and guidance for the purpose of students adopting a healthy lifestyle during their studies at ICHM.
- Identify, facilitate, implement and evaluate support services for students with disabilities, including; sensory or mobility impairments, long-term physical conditions, specific learning requirements, autistic spectrum conditions and/or mental health issues.
- Provide support and guidance so that students can gain insights and understandings in relation to skills development and strategies for independent success.
- Develop, facilitate and evaluate early intervention strategies and activities to address the needs of ‘at risk’ students thus reducing the likelihood of long-term and potentially negative outcomes.
- Provide advice, assistance and notifications to staff for the purpose of monitoring students’ physical and mental wellbeing.
- Present at staff meetings any issues relating to student welfare including advocating for students at Academic Committee meetings, ensuring that factors other than academic matters are taken into account where necessary, prior to decisions and recommendations being made.
- Provide mentor support to the Student Representative Council.
- Contribute to the ICHM staffs’ ongoing professional development in relation to student health and welfare.
- Provide information and/or advice to staff on working with students with special needs.
- Develop, review and monitor ICHM policies, processes and procedures in relation to student welfare, ensuring that student support services are provided in an effective manner so that the educational objectives and
personal well-being of students can be achieved to the mutual benefit of ICHM and its students.

**Expectations of Employee Conduct**

Employees are required to sign their acceptance of a code of conduct that reflects ICHM’s ethos in working with other stakeholders. In particular:

**Maintain confidentiality in relation to client and business information**

- Except as required by law, you must not disclose, divulge, communicate to or otherwise place at the disposal of any third party, in any form or by any means any confidential information relating to ICHM or its affiliates and associates.
- Confidential information’ includes all information of a confidential nature regarding ICHM’s past, current or future business interests, methodology, processes or affairs, student information or of any person or entity with which it may deal or be concerned.
- Any unapproved disclosure of confidential information is considered a serious breach of the employment contract and may result in termination.

**Workplace Health and Safety Responsibilities**

- You must at all times work and conduct yourself in a safe and responsible manner, including using all plant and equipment in the prescribed manner. You must exercise reasonable care and diligence in the performance of duties and comply with all reasonable instructions to protect the health of yourself, other employees, students and other persons having dealings with ICHM.

**Quality Service**

- You will strive to provide a high quality service handling issues with diplomacy which may be of a politically sensitive nature both internationally and nationally.
- You are expected to conduct yourself and dress at a standard that is appropriate for a quality ‘Swiss’ Hotel Management School.
- You are expected to work collegiately in a supportive team environment.

**Person Specification**

**Knowledge and Skills:**

ICHM is looking for a person with the following skills, attributes and capabilities:

- Demonstrated ability to effectively assess and case manage student psychological and counselling matters, provide a range of support services to
students and, liaise with relevant external agencies and organisations as required.
- Experience working with a culturally diverse clientele and individuals from different age groups.
- High level spoken ability and counselling skills together with a demonstrated capacity for maintaining confidentiality.
- Excellent time management skills and record keeping ability for the purpose of maintaining accurate and detailed records for reporting, protocol and accreditation requirements.
- Initiative, a commitment to excellence, the ability to think conceptually as well as creatively.
- Responsive to the diverse needs and environment associated with ICHM, which is a complex community of academics, students, parents and administrators.
- Effective written communication skills including the ability to prepare reports, proposals, policies and procedures.
- A demonstrated capacity to provide a responsive and effective program for student support services in an environment of continuous improvement in higher education.

**Qualifications and Experience:**

- Degree in the disciplines of Education, Psychology or Social Work with appropriate experience;
- Highly developed interpersonal communication and relationship development skills suitable for managing a diverse range of students, parents, academics and administrators.

This position is part-time, and the successful applicant will work an average of 19 hours per week during semesters. In order for students to be fully engaged with their study commitments, it is anticipated that consultation times will primarily be mid-afternoon and possibly early evenings. The successful applicant may be required to attend to urgent situations outside of these hours should the need arise.