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# **Position Description**

# **Student Learning Advisor**

**Position Title:** Student Learning Advisor

**Organisation Unit:** Student Services

**Type of Employment:** Permanent Part-Time

**Classification:** Administration

**Remuneration:** To be discussed

**Further Information:**

## **BACKGROUND**

CHC has offered courses in education since 1986 and is student centric in its focus. The Student Learning Advisor (SLA) is responsible for promoting a positive and successful learning experience and for providing learning support services for students in an effort to increase student retention, success and completion.

The SLA assists students with goal setting and provides regular communication and follow-up to maximize goal attainment as well as serving as a mentor to students. The SLA monitors the progress of students and provides the encouragement and support necessary to enable students to complete their course of study.

The SLA also serves as an advocate for student, provides students with support in navigating the academic rules, policies and procedures at Christian Heritage College (CHC).

## **SCOPE OF THE POSITION**

Within the organisational structure of CHC, the SLA reports directly to the Student Services Coordinator and collaborates actively with academic and administration staff.

## **DUTY STATEMENT**

**Academic Advising/Coaching:**

1. Proactively mentor students through the process of formulating study plans, utilizing a variety of academic advisory strategies including one-on-one and group advising.
2. Work closely with faculty to support student success in and out of the classroom.
3. Develop written and electronic informational support resources and materials used to advise students for academic success, in collaboration with faculty.
4. Coach students (including academically at-risk students) on goal setting, academic success skills (including academic writing), and utilizing appropriate academic resources.
5. Assist students in navigating CHC policies, procedures, and resources; supporting and advocating for students as needed.
6. Assist with monitoring student progress towards graduation; extract, analyse, and report on student progress utilizing available databases and resources.
7. Contribute to and be involved in activities that support student study needs, including training and teaching (in particular, engaging with first year, mature age and ESL students) including but not limited to Orientations, Student Meetings, Trainings, Chapels and student recruitment activities.
8. Maintain accurate records/ files tracking contact hours, issues and outcomes; generate reports related to activities and projects.
9. Be available to meet with students during and outside normal work hours utilising face to face, online and emails to provide advice and support.
10. Develops and presents lessons, workshops, or courses on career and/or college readiness and skills.
11. Assist with providing students with career advice and being job-ready – including preparing a resume and cover letters, developing social media profiles etc.

**Community Development:**

1. Encourage students to connect to and make meaning of community engagement activities.
2. Assist students in developing a deeper sense of self-awareness regarding values, strengths, and passions.
3. Challenge and support students in their personal growth and development throughout their time at CHC.

**Professional Development:**

* Research and determine best practices to support and contribute to the student success/coaching model at CHC.
* Engage in professional development, campus-wide initiatives, and program assessment related to student learning, student success, academic advising, and the student life.
* Serve on cross-functional teams for select student development initiatives and programs such as student activities, orientation, commencement, Open Nights, and other special events.

**Other Duties:**

1. Refer students to appropriate services where a need becomes apparent.
2. Build and maintain successful relationships with students.
3. Support the college goals and processes.
4. Attend regular meetings and appraisals as required.
5. Be aware of and adhere to all college policies and procedures.
6. Maintain confidentiality in relation to all information on any student.
7. Attend relevant professional development activities to update knowledge.
8. Support the mission and core values of CHC
9. Develop and recommend strategies to provide more accessible information for students.
10. Gather student input on strategies to improve their engagement and contribution to community.
11. Provide feedback as necessary on student issues arising from any aspect of their engagement with CHC.
12. Undertake other duties commensurate with the role as directed.

## **WORKPLACE HEALTH AND SAFETY**

All employees have an obligation to comply with CHC’s workplace health and safety policies, procedures and instructions to ensure a safe workplace.

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## **EQUAL OPPORTUNITY**

CHC is an equal opportunity employer. All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace.

## **STAFF DEVELOPMENT**

All employees are required to participate in staff training and development activities to assist in the achievement of individual/work objectives.

## **USE OF EQUIPMENT/PROGRAMS**

During the performance of duties, the Student Success Officer is expected to operate the following:

* Personal computers and Microsoft Office suite of applications
* A variety of web browsers
* Moodle™ software
* Moodle and Turnitin
* Electronic whiteboards, data projectors
* Office equipment e.g. printers, photocopiers, facsimile machines

Specific training in the above may be provided if required.

**SELECTION CRITERIA**

### **Qualifications**

* A relevant bachelor’s degree and one year of tertiary college/ university level advising or teaching experience. Master’s degree preferred.

### **Key Selection Criteria**

The successful candidate will possess:

* The desire and ability to work in a collaborative, team environment.
* A commitment to equal opportunity and experience working with diverse populations.
* Innovation and the ability to operate in a sometimes fast-paced environment.
* The ability to learn and disseminate detailed information using a high level of interpersonal skills.
* Excellent oral and written communication skills.
* Self-motivation, excellent time management, and organization skills.
* Experience utilizing a diverse range of technologies.
* Evening and some weekend work may be necessary to fulfill job responsibilities.
* Demonstrated ability to relate to, and tutor, higher education students, identifying and working with the diversity and range of cultures, backgrounds, abilities and needs.
* Proficient and well-developed literacy and communication skills to deal with both staff, students and external bodies at all levels.
* Competent academic writing skills and familiarity with referencing styles and assessment presentation requirements.
* A demonstrated ability to be highly self-motivated.

**Personal Qualities**

* Mature Christian character.
* Active involvement in a local church.
* Excellent interpersonal skills which enable effective communication with students and staff.
* Willingness and ability to accept responsibility and to work with minimal direction.
* Ability to prioritise competing work demands to meet internal and external deadlines.
* Commitment to support the vision and strategic directions of CHC.