



**La Trobe Student Association Ltd.**

## **POSITION DESCRIPTION**

<b><u>Position Title:</u></b>	Senior Student Advocate
<b><u>Reports to:</u></b>	Manager, Student Advocacy
<b><u>Department:</u></b>	Student Advocacy
<b><u>Location:</u></b>	Bendigo campus / Hybrid remote / Some travel
<b><u>FTE:</u></b>	1.0 FTE [to 31 December 2026] Fixed-term contract (with likelihood of longer-term extension thereafter)
<b><u>Remuneration:</u></b>	HEO7: \$106,472 - \$117,127 per year

### **About LTSA:**

LTSA is a proudly independent, student led, organisation funded by the Student Service and Amenities Fee (SSAF) - a compulsory fee charged to La Trobe University students, to fund non-academic services and amenities.

LTSA is proud to provide independent advocacy support to all La Trobe University students, both online and across the La Trobe campus network. We also work together to offer student representation and provide opportunities for engagement on the Bendigo, City, Mildura, Shepparton and Albury-Wodonga campuses, and to support a cohort of International Students. LTSA has its head office in Bendigo, but our success is underpinned by a network of passionate staff members on each of our campuses.

LTSA values a safe, inclusive, respectful workplace with a focus on providing our team members with an environment that supports their health, wellbeing, productivity, and effectiveness.

### **About Student Advocacy:**

LTSA Student Advocacy exists to provide independent support and advice to students navigating La Trobe University policy and procedure. As described in Clause 2.2.2c of the *Higher Education Support Act 2003*, Advocacy Services include “*Independent provision of information, advocacy and referral services for all students enrolled at the (university), across a range of academic, procedural,*

*and administrative issues. These include, but not limited to, issues relating to equity, discrimination, harassment, grievances, complaints, disputes, exclusion, discipline and misconduct, supervision, and unsatisfactory progress.”*

LTSA acquired the Student Advocacy service in late 2025. This allows the Student Advocacy service to operate with total independence from the University and in the best interests of students. Student Advocacy is a small but effective team with a social justice and intersectional lens, and a trauma-informed, strengths-based approach. The service and all members of the team work from the highest levels of ethical standards and sustain a confidential, professional and reliable student service. LTSA Student Advocacy seeks to work collaboratively with stakeholders in the pursuit of procedurally fair, equitable, and reasonable outcomes for all La Trobe students. The service is contracted by La Trobe University and has specific reporting requirements, including response time expectations.

Alongside casework and individual advocacy, Student Advocacy undertakes macro advocacy work and campaigns to ensure that the University’s policies, procedures, approaches, and processes are student-centred, fair, and equitable. Advocates work a hybrid location model, servicing all students on all campuses, including some partner institutions, predominantly through remote connection.

**Position Summary:**

The Senior Student Advocate reports to the Manager, Student Advocacy and plays a key role in supporting and empowering undergraduate and postgraduate students across all campuses by providing independent and impartial, ethical, timely and accurate advice, guidance and advocacy to all La Trobe students across all campuses in matters where their academic, administrative interests and welfare are affected.

Working collaboratively within the University environment, the Senior Student Advocate assists students experiencing complex and sensitive matters to navigate the institution’s processes, policies and procedures, while maintaining confidentiality and acting in good faith. The Senior Advocate role involves independent student-led casework which regularly includes conflict resolution, negotiation and mediation. Ultimately, this role seeks to empower students to act in their own best interests, to help students understand their rights and responsibilities, and aims to ensure students are treated fairly within the regulated University system. Alongside the Student Advocacy Manager, the Senior Advocate specifically supports student clients who live with significant psychosocial challenge/s and/or bring a diverse range of intersections to their student experience, and with many such students finding the often-complex institutional processes at the University particularly challenging. The Senior Advocate will also support Higher Degree by Research students.

While this position is hybrid and based at the Bendigo campus, it is expected the Senior Advocate will travel to each of regional campuses from time to time. This role will lead regional initiatives and work closely with the Advocacy manager in leading other internal projects and macro advocacy campaigns. The Senior Advocate will also assist the manager in providing peer supervision with team members, and as needed, will lead the team.

### **Key Responsibilities and Duties Include:**

- Independent and efficient management and resolution of complex and highly sensitive student concerns, through casework and advocacy, applying a student-centered, trauma-informed, and strengths-based approach, through both informal and formal processes.
- Comprehensive knowledge of the university environment, including legislation, policies, procedures, processes, governance and equity issues affecting students in the tertiary education sector, and the ability to apply this knowledge in advocacy and advisory contexts, with consideration of student rights and responsibilities.
- Intentional and critically reflective application of advocacy principles and underpinning professional standards.
- Support students to prepare and present their cases, ensuring informed consent and student's agency throughout, and attend formal meetings as student's support person.
- Liaise, consult, and negotiate with diverse stakeholders on behalf of consenting students, managing the sensitivities and complexities of individual cases.
- Recognise potential risks and concerns and appropriately escalate in accordance with internal procedure, and support members of the team to do same.
- Refer students to relevant internal or external services as necessary.
- Maintain comprehensive and confidential client records in accordance with privacy and health records legislation.
- Promote early resolution of disputes while upholding the principles of fairness, equity, and good faith.
- Demonstrate high degree of discretion and confidentiality in all matters concerning students and the University, adhering to the University's Privacy Policy.
- Establish and maintain networks with stakeholders in order to effectively advocate student interests.
- Analysis of data and prepare reports, briefings, and case summaries.
- Lead the Advocacy team in the absence of the service manager.
- Lead regional-focussed student-centred advocacy initiatives and develop and sustain University stakeholder relationships more broadly, across regional campuses.
- Engagement with regular individual and group supervision, performance review processes and ongoing professional development.
- Lead/co-lead student-centred advocacy work within the University, including policy review and campaigns.
- Collaborate with and support LTSA Student Council representatives and the LTSA team.

## **Qualifications and Experience:**

### Essential:

- Completion of an appropriate degree\* such as social work, education, or similar relevant discipline, with at least 4 years subsequent relevant experience; or extensive experience in a higher education environment with specialist expertise in advocacy, or an equivalent combination of relevant knowledge, training and experience. \*Legal practitioners and/or applicants with law degrees will unfortunately not be considered (La Trobe University policy restricts such Advocates from supporting students in formal meeting settings).
- Proven ability to undertake complex and sensitive casework, managing cases to resolution, including facilitating discussions, negotiating with diverse stakeholders, and resolving conflicts within a university environment.
- Demonstrated high-level knowledge of university legislation, policies, procedures, administration, and the ability to apply this knowledge in advocacy and advisory contexts.
- Demonstrated deep understanding, application and critical reflection of advocacy principles and professional standards, preferably in a higher education setting.
- Demonstrated deep understanding of the multifaceted and intersectional challenges and equity issues affecting students in the tertiary education sector, how these can play out in a regulated environment, and the role of Advocacy within that complex space.
- Demonstrated excellent interpersonal, communication (written and verbal), consultation, and influencing skills, with the ability to build trust and navigate highly sensitive, confidential, and complex issues effectively across a wide range of stakeholders, using well-developed judgement, initiative and decision-making.
- Proven safe and effective engagement with students from diverse backgrounds and lived experience, using relevant evidence-based practice approaches.
- Demonstrated capacity to maintain person-centred, clear, concise, timely and objective file notes.
- Demonstrated ability to undertake an intensive case load and exceptional time management; working independently to set priorities and monitor own workflows while following established procedures with limited supervision.
- Demonstrated capacity for leadership, with successful experience in managing workflows, and promoting and contributing to team cohesion and effectiveness.
- Proven high level proficiency in Office365, database, established research skills including the use of the internet as a research tool, and data analysis and preparation of reports.
- Current Working with Children Check or ability to obtain.
- Current Driver's Licence.

Desirable:

- Understanding of Higher Degree by Research policy, procedures and student experience
- Understanding of how university student organisations fit into the university context, their purpose, structure and operations.

**Organisational Relationships:**

Reports to:

- Manager, LTSA Student Advocacy
- Governance and Operations Officer, in the absence of the Manager, LTSA Student Advocacy

Management relationships:

- Nil

Internal relationships:

- LTSA Student Advocacy Team
- LTSA Team
- LTSA Governing Board of Directors and Student Council representatives
- LTSA members (company members)

External Relationships:

- La Trobe University students
- Director, Student Engagement & Inclusion (Student Experience & Employability, Operations)
- All other La Trobe University employees
- La Trobe University Administration
- Other external service providers.