



**src** activism  
advocacy  
representation

Students' Representative Council,  
University of Sydney

Level 1, Wentworth Building (G01)  
University of Sydney NSW 2006  
PO Box 794 Broadway NSW 2007  
t: (02) 9660 5222 f: (02) 9660 4260  
int: 12871 www.src.usyd.edu.au  
ABN: 597 391 306 68

## Casework and Policy Officer (Fixed Term Position)

### SRC Duty Statement (21 hours per week, 0.6)

The Students' Representative Council (SRC) of the University of Sydney is the representative body of all undergraduate students of the University. The SRC is an organisation run by and for students. The Council consists of elected student Representatives, who in turn elect departmental officers. The SRC employs a number of casework and policy staff, as well as staff in other departments, whose terms and conditions of employment are laid down in the SRC's Enterprise Agreement.

Services provided by the SRC include SRC HELP welfare and academic policy casework advice and advocacy; legal advice; interest-free loans to students; a second-hand bookshop; distribution of general information on various sectors of the University; publication of a weekly (semester-time) newspaper and other student-targeted materials, as well as representation of students' rights at campus and community levels.

This is a fixed term position from 2<sup>st</sup> July 2018 to the 3rd December 2018 (the start date is potentially negotiable)

#### Position details

<b>Position title:</b>	Casework and Policy Officer
<b>Department:</b>	Casework and Policy Department
<b>Position Classification:</b>	Level 6 Classification (0.6) , 21 Hours per week
<b>Primary Function:</b>	Casework and Policy
<b>Reports to:</b>	Casework and Policy Manager

**Applications due by:** 9.00am Monday 25<sup>st</sup> June 2018

**Interviews planned to be held on:** Wednesday 27<sup>th</sup> June 2018

**For inquiries, please contact:** James Campbell, Casework and Policy Manager

Applicants should apply in writing and are encouraged to provide:

- a cover letter, and
- a resume, and
- responses to each selection criteria, and



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- two referees.

Applications should be marked CONFIDENTIAL and emailed to:

**The President of the Students' Representative Council at [president@src.usyd.edu.au](mailto:president@src.usyd.edu.au)**

## Selection criteria

### Essential criteria

1. Excellent oral communication and interpersonal skills, with a demonstrated ability to work effectively with a diverse range of people and communicate information in a clear and concise manner.
2. Demonstrated ability to liaise with decision makers at all levels, and to successfully advocate and negotiate.
3. Demonstrated ability to solve problems and apply policy, procedures and/or legislation.
4. Ability to identify policy implications of issues arising from casework.
5. Excellent writing skills with demonstrated ability to undertake research and prepare a diverse range of reports, including concise briefings and submissions.
6. Demonstrated ability to work both independently and as part of a team, with excellent organisational skills.
7. Well-developed referral and networking skills.
8. Understanding of a wide range of issues relevant to tertiary students.
9. Understanding and commitment to the principles of student unionism and social justice.
10. Competency and skills in computer applications, including Microsoft Office, email and the Internet.
11. Knowledge of and commitment to the principles of EEO and WHS.

### Desirable Criteria

1. Experience in the tertiary education, union, community or non-government sector.
2. Demonstrated commitment to trade unionism.



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## **Duties and Responsibilities**

### **Casework (Primary Role)**

1. Provide undergraduate students with information, referrals advice, support, and advocacy and representation as appropriate.
2. Assist students in the following matters:
  - Centrelink – Youth Allowance, Austudy, Abstudy and Health Care Cards
  - Tenancy law and landlord issues
  - Academic Rights and Academic Appeals
  - Administrative and Course Problems or Complaints
  - Special Consideration and Special Arrangements
  - Withdrawals, discontinuations, HECS and fees
  - Student misconduct and academic dishonesty (plagiarism etc) allegations
  - Harassment or discrimination matters
  - Academic progression, show cause and exclusions matters
  - Requests for permission to reduce study load.
  - Scholarship Show Cause
3. Casework shall be provided according to the Department's casework guidelines, and as determined by the Casework Manager and/or SRC President.
4. Record casework in the SRC casework database, and other file keeping methods.
5. Promote the SRC's casework service.
6. Develop and maintain relationships within university and community officers as relevant to Casework.



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## **Liaison and Support**

7. Work individually and collectively with student representatives preparing briefs for various University committees and working parties..
8. Contribute to the preparation and delivery of jointly organised briefing sessions for elected student representatives each year and distribute information on the Casework and Policy Department.
9. Liaise with, hold regular meetings and work as a 'resource' with SRC student representatives, provided that projects or campaigns to do with particular portfolios be undertaken at the direction of the SRC or Executive.
10. Attend regular meetings of the Casework and Policy department staff, and staff committee of the SRC.

## **Information and Resources**

11. Prepare articles for 'Honi Soit' and other student publications related to student assistance and university issues.
12. Develop and maintain files on issues relevant to students.
13. Attend meetings of Casework and Policy Department, University forums, SRC Committees/collectives, etc., as appropriate to work being undertaken and according to priorities to be determined in consultation with the Casework Manager and the Executive.
14. Maintain files on relevant issues arising from such meetings.
15. Establish and participate within relevant information networks in the University of Sydney and the community.
16. Participate in any National and NSW RESSO's Network.
17. Participate in conferences, workshops and training as relevant.

## **Policy and Research**

18. Identify and investigate trends and policy implications arising from casework.
19. Prepare submissions /written comment on, both internal and external issues related to casework and likely to affect students, e.g. reviews undertaken by the University, changes to financial support programs etc.
20. Support SRC publications.
21. Research issues of concern to students as identified by members of the SRC, or the Casework and Policy Department.



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## Salary and conditions

- a) Level 6 Classification in accordance with the Enterprise Agreement currently in force.
- b) This is a Fixed term position till 3 December 2018.
- c) Full-time (0.6) — 21hours per week.
- d) All applications for leave must be approved by the Casework and Policy Manager.
- e) This position shall be based on the Darlington campus, but you may be required to travel to satellite campuses.

*We are obliged by law to confirm an employee's eligibility to work in Australia. Appointment to the position will be contingent upon your producing any of the following documents:  
Current Australian or New Zealand passport OR Australian birth certificate + photographic identification*

*OR*

*Current passport + permanent resident visa OR Current passport + appropriate temporary resident visa.*