

Position description

Conversational English Programs Facilitator

Position number	50166270
Department/Unit	Campus Community Division
Faculty/Division	Chief Operating Officer and Senior Vice-President
Classification (salary rates)	HEW level 3
Employment type	Casual
Work location	Clayton campus
Date document created or updated	10/11/2014

Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu

The Campus Community Division is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Employment and Career Development; Non-Residential Colleges; Residential Services; Safer Community Unit; Social Justice Unit; Student Engagement & Support Programs; Student Leadership Programs; Monash Sport; TeamMONASH; University Health Services; and Volunteering@Monash. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>

Position purpose

The position plays a central role in delivering a variety of co-curricular English language support programs aimed at developing and providing students with English language skills addressing a range of needs, from academic to social. The position is responsible for individual or group consultation with students in a semi-structured way, to include academic and conversational English.

Reporting line: The position reports to the Manager, Conversational English Programs who will provide general supervision.

Supervisory responsibilities: Not applicable.

Financial delegation and/or budget responsibilities: Not applicable.

Key responsibilities

1. Deliver high quality programs to students to develop conversational and some academic English skills.
2. Provide high quality assistance to students to develop various linguistics issues, including sentence structure, punctuation, spelling and style.
3. Foster a safe and supportive environment for discussing issues and asking questions.
4. Undertake administrative tasks as required by the supervisor such as maintaining and updating student records, evidence of students' on-the-spot feedback, students' attendance and issues discussed.
5. Develop, communicate and maintain effective relationships with students and colleagues at various levels.

- Promote a positive image of the English language support program through professional standards of workplace presentation, personal presentation and the effective completion of work tasks.

Key selection criteria

Education/Qualifications

- The appointee will have:
 - completed Year 12 or a relevant certificate with relevant knowledge within an education or similar environment, or
 - an equivalent combination of relevant experience and/or education/training, and
 - current enrolment at Monash University with at least one year of completed study preferably with a distinction average.

Knowledge and Skills

- Excellent communications skills, both written and verbal underpinned by a good understanding of English language grammar, academic writing, and conversational English.
- A demonstrated commitment to providing high levels of customer service preferably in a cross-cultural environment.
- Strong interpersonal skills, demonstrated ability to communicate effectively, confidently, and clearly.
- Demonstrated capacity to work on a one to one basis, including giving feedback and setting boundaries.
- Ability to work as an effective member of a team as well as independently under general supervision.

Other job-related information

- Out of hours work: some sessions will occur outside of University hours till 21:00 hrs.
- The Conversational English Programs Facilitator will need to commit to completing required training and, if applicable, a TESOL online course prior to commencement.
- Requirement to commit to work for a minimum three hours per week during semester.

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational chart

