

## Position description

### Facilitator – Peer Support Academic English Program

<b>Position number</b>	
<b>Department/Unit</b>	Campus Community Division
<b>Faculty/Division</b>	Chief Operating Officer and Senior Vice-President
<b>Classification (salary rates)</b>	HEW level 3
<b>Employment type</b>	Casual
<b>Work location</b>	All Australian campuses
<b>Date document created or updated</b>	10/08/2015

#### 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](http://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 academic English skills.
2. Provide high quality assistance to students to develop various linguistic and socio-cultural competences
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. Undertake any additional activities as required by the supervisor such as presentations to various groups, contributing to organisation and running of workshops and seminars.
6. Develop, communicate and maintain effective relationships with students and colleagues at various levels.
7. 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

1. The appointee will have:
  - completed Year 12 (or equivalent) or a relevant certificate with relevant knowledge within an education or similar environment
  - 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
  - Year 12 VCE English Language (linguistics) or VCE Year 12 level foreign language is desirable

### Knowledge and Skills

1. Excellent English communications skills, both written and verbal underpinned by a good understanding of grammar, academic writing, and conversational English.
2. Have some work experience in education (tutoring, learning support), especially in literacy or language development
3. Exceptional cross-cultural communication skills, including deep understanding of various religious and cultural practices
4. A demonstrated understanding of second language learning concepts or experience of speaking or learning languages other than English
5. A demonstrated commitment to providing high levels of customer service preferably in a cross-cultural environment.
6. Personal experience of living, studying or extensive traveling overseas, some of it in non-English speaking countries
7. Strong interpersonal skills, demonstrated ability to communicate effectively, confidently, and clearly.
8. Demonstrated capacity to work on a one to one basis, including giving feedback and setting boundaries.
9. 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.
- Work will span across all onshore campuses (Clayton, Caulfield, Parkville, Peninsula and Melbourne city)
- The Conversational English Programs Facilitator will need to commit to completing a compulsory training and 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

