

POSITION DESCRIPTION

Title: Student Support Assistant

Classification: HEW 4

Reports to: Senior Student Wellbeing Officer

Status: Full-time

Direct reports: None

Issue date: June 2026

JOB PURPOSE

As part of the Student Services & Wellbeing team, the Student Support Assistant will be a first point of contact for general welfare and academic enquiries from students and staff. They will also support student engagement and equity through the development and maintenance of support arrangements for students with additional needs. The position holder will work closely with the Senior Student Wellbeing Officer to ensure a consistent and effective response to students experiencing difficulties.

KEY RESPONSIBILITIES

- Act as a first point of contact for students seeking wellbeing, accessibility, or academic support, providing information, guidance, and referrals to internal and external services where appropriate;
- Support students from a trauma-informed and student-centred perspective;
- Assist in the development, implementation, and review of academic support plans and reasonable adjustments in consultation with students and relevant staff;
- Provide ongoing administrative and engagement support to students with additional support needs to assist participation and retention;
- In consultation with the Student Wellbeing Officer and relevant staff, support future and commencing students with accessibility and reasonable adjustment processes;
- Provide frontline response and support for student wellbeing incidents and emergency situations, including referral and escalation in accordance with established policies and procedures;
- Liaise with academic and professional staff to support student participation, accessibility, academic progression, and retention;
- Maintain accurate and confidential records of student interactions in accordance with policy and privacy requirements;
- Use the Student Information System (SIS) effectively to support student wellbeing and progression;
- Participate in relevant internal and external networks and professional development activities to maintain current knowledge and good practice;
- Provide administrative support within the Student Services team as required;
- Attend relevant School meetings and committees relating to student support and wellbeing;
- Promote equity, inclusion, and respectful practice in all aspects of work;
- Comply with School policies and procedures, including EEO, ethical practice, privacy, and WHS requirements.

QUALIFICATIONS / EXPERIENCE

- Relevant tertiary qualifications in social work, counselling, psychology, education, community services, or a related field, and/or relevant experience in student support services;
- Demonstrated experience supporting student wellbeing, accessibility, inclusion, or welfare services, preferably within a tertiary education environment;
- Strong interpersonal and communication skills, with the ability to build effective working relationships with students and staff;
- Demonstrated ability to maintain accurate records and manage administrative processes effectively;
- Well-developed organisational skills and the ability to manage competing priorities within established procedures;
- Demonstrated understanding of student wellbeing, mental health awareness, and inclusive support practices;
- Experience working with diverse cohorts, including students experiencing disadvantage or additional support needs;
- Understanding of privacy, ethical practice, EEO, and WHS obligations.

KEY RELATIONSHIPS

Internal	
Executive Leadership Team	This role sits within the Academic Services Team, which reports to the Head of Studies
Direct Manager	Senior Student Wellbeing Officer
Colleagues	Develop and maintain effective working relationships.
Students	Develop and maintain effective relationships, assisting and directing as necessary.
External	
Stakeholders	Develop and maintain effective working relationships.