POSITION DESCRIPTION

Position Title: Student Services Coordinator
Section: Registry / Australia Studies Centre (ASC)
Reports to: ASC Assistant Director / CHC Registrar

KEY OBJECTIVE

The Student Services Coordinator will enhance the quality of the ASC/ CHC student experience by creating and maintaining opportunities for both commencing and continuing students to engage as members of a vibrant and positive ASC/CHC community.

SCOPE OF THE POSITION

The Student Services Coordinator is a full time position with a shared role (3 days / 2 days) between the Australia Studies Centre and CHC and will report directly to the ASC Assistant Director for ASC responsibilities and the CHC Registrar for all CHC related matters. The incumbent is expected to liaise extensively with the ASC staff and students, Service Placement Supervisors, CHC Business & Social Science Internship Coordinators, CHC Student Representative Council, the Pastoral Care Coordinator, the Chapel Coordinator, and relevant Citipointe Church departments including Rivers Café and Red Frogs.

The incumbent is expected to maximise student relationships-in-community by initiating and coordinating projects, events and activities that develop and maintain opportunities for students to interact with each other and with staff.

The position complements the College’s arrangements for Pastoral Care and Student Support.

PRIMARY RESPONSIBILITIES – ASC Student Services Coordinator (3 days)

- Assist in the pre-enrolment, admissions, coordination and operations of the ASC at CHC
- Engage in the ASC and provide support and assistance with administration and event planning within the program.
- Coordinate Service Learning and Internship Placements for the ASC.

PRIMARY RESPONSIBILITIES – CHC Student Services Coordinator (2 days)

- Develop strategies to raise student aspirations and widen participation in higher education.
- Develop strategies for social interaction that support students at risk of failing units or withdrawing from their studies prior to completion.
- Conduct research among students that is relevant to transition, the first year experience, and student experience more generally.
- Oversee maintenance of the Student Common Room and sporting and recreational equipment.
DUTIES – ASC Student Services Coordinator - (3 days)

Admissions and Pre-Departure Preparation
- Take lead role in student pre-departure and confirmation phase of admissions. This includes tracking applicants from acceptance to arrival, assisting through the process, updating program material, emailing students regarding visas, Electronic Confirmation of Enrolments, written agreements and following up with students who have not completed required tasks or submitted documents.
- Liaise with the Registrar to ensure that students receive written agreements, electronic confirmation of enrolments, information about registration, concession transport status and university emails, etc.
- Compiling student medical information & emergency contact information according to ASC policies.

Experiential learning
- Work with CHC department heads to manage and develop internship opportunities for ASC students. (Social Sciences, Business and possibly Ministries).
- Coordinate the service learning component of the View from Australia class.

Detailed Administration & Event Planning
- Assist Coordinator with orientation, debrief and send-off events. This includes material preparation, logistics, and last minute problem-solving.
- Assist Coordinator with planning for travel experiences, student social activities, and other events.
- Coordinate CHC-ASC chapel and worship opportunities for ASC community fellowship in class and on trips.
- Provide assistance in other CHC campus operations, including administrative assistance and occasional meal planning and preparation.
- Take responsibility for petty cash, receipt tracking and scanning, as well as cash advances and reconciliation.
- Manage alumni database and alumni communication.
- Coordinate and generate electronic and social media for the program. This includes: Instagram, Facebook, Flickr, Vimeo, Word Press, etc.

Student Life
- Assist Director and Coordinator in nurturing personal, intellectual and spiritual growth among students, paying specific attention to male students.
- Assist in leading small groups and debriefing sessions.

Travel & Activities
- The number of nights and weekends spent in activities and travel outside of office work hours may be as many as 15-20 nights/weekends per semester and may vary from semester to semester.

Other
- Other duties as assigned.
- The nature and responsibilities of this position may change at the discretion of the CCCU.

DUTIES - CHC Student Services Coordinator- (2 Days)

- Initiate and maintain projects, events and activities relevant to student experience and campus life.
- Coordinate events and activities that promote inclusiveness among students from diverse backgrounds, including school leavers and mature age students.
- Coordinate the CHC student Community Events and Activities Calendar for each year.
- Coordinate events and activities with the Student Representative Council.
• Coordinate special events with Rivers Café, Red Frogs and other Citipointe Church departments as appropriate.
• Implement surveys and/or focus groups to gather student input on strategies to improve their engagement and contribution to community.
• Report as requested to the Registrar’s Office on student issues.
• Refer students to appropriate services where a need becomes apparent.
• Attend College events and activities including Orientation, Open Day, Graduation, Chapel, Careers Fairs and School visits.
• Participate in College committees and working parties as directed by the Registrar.

WORKPLACE HEALTH AND SAFETY
All employees have an obligation to comply with the College’s workplace health and safety policies, procedures and instructions to ensure a safe workplace.

EQUAL OPPORTUNITY
All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace.

STAFF DEVELOPMENT
All employees are required to participate in staff training and development activities to assist in the achievement of individual/work objectives.

USE OF EQUIPMENT
During the performance of duties the Student Services Coordinator will come in contact with and is expected to operate the following:

• Personal computers and Microsoft Office (including Word, Excel, Powerpoint, and Outlook)
• Internet browsers, Social Media Apps, Databases such as File Maker and Capusule
• Office equipment, e.g. printers, photocopiers, data projectors, facsimile machine, etc
• Sport and recreation equipment
• Car
• Mobile phone

Specific training in the above may be provided if required.

KEY SELECTION CRITERIA
Essential
• A demonstrated commitment to Christ-centred higher-education and a strong appreciation for the Christian mission and purpose of CHC and CCCU.
• A bachelor’s degree.
• The ability to manage multiple tasks and projects simultaneously and to work amidst interruptions.
• Excellent verbal, interpersonal and written communication skills.
• Ability to plan and manage events and/or social activities.
• A strong work ethic and the willingness to work outside of “normal” 9-5 work hours for events and travel.
• A willingness to be on-call for student emergencies outside of work hours.
• Excellent computer skills. Must be proficient in Excel (using formulas), Word (using mail merge, etc.), Power Point, and a variety of social media applications and must have the intuitiveness and ability to grasp new computer programs quickly.
• The ability to function well with little supervision as well as the ability to keep other staff informed on your duties and progress in areas of oversight.
• A desire to serve others gracefully and selflessly.
• Permanent residency status or Australian citizenship.

Desirable:
• Administration experience
• Experience and training in student life, higher education and/or experiential education.
• Experience living and/or working in a cross-cultural setting and the ability to work well as a member of a cross-cultural team.
• Events management experience.
• First Aid certification (the program will provide training if you are not certified).

Physical Requirements Include:
• A current driver’s licence
• Long periods of computer work
• The ability to lead student travel in difficult conditions and/or in a variety of outdoor and remote settings (including lifting heavy loads, walking and hiking long distances; camping; sleeping on the ground).

Application Process:
This position is available to start January 12, 2016. Applications close November 27, 2015. Applicants should email their cover letter, resume and three professional references, including a pastor’s reference (with contact information including name, address, e-mail and telephone numbers) in PDF format to the address below. No paper applications or phone calls at this time please.

Commencement Date: 12 January 2016.

Contact: recruitment@chc.edu.au

Council for Christian Colleges & Universities

The Australia Studies Centre (ASC) is located at Christian Heritage College (CHC) in Carindale, Queensland. The Australia Studies Centre is a semester-long study abroad program for North American university students. The Officer will work with other staff members to achieve the overall aims and objectives of the ASC with responsibilities in administration, logistics, and student life (this includes student activities, service placements, internships, and admissions.)

About the program:
Australia Studies Centre students take two units coordinated by program staff. These classes include trips to an Aboriginal community and possible destinations such as Sydney, the Outback and New Zealand. To complete their course load, students also select 2 units offered by Christian Heritage College. CHC offers bachelor degrees in Business, Education, Social Sciences, Liberal Arts and Ministries, and aims to be a Christian higher education institution that prepares people to make a difference in the world around them and in their professional career.
The ASC is one of ten programs offered by the CCCU (3 US based programs and 7 international programs operating under the name “BestSemester”). BestSemester is known for faith-integrated, academically challenging and experience-based education. Its programs are regularly evaluated by the CCCU Student Academic Programs Commission. Program directors and staff are supported by a Washington, D.C. based support team.