

## Advocacy Case Assistant

### Position Description

Employer	Monash Graduate Association Inc
Level/Classification	HEW 4
Employment Type	MGA Graduate Student Casual 10-15 hours a week
Work Location	Clayton and Caulfield Campus
Date document created/updated	November 2025

### Organisational context

The Monash Graduate Association Inc. (MGA) is an independent incorporated body that is responsible for, and answerable to, the Monash University graduate student community, as represented by the MGA Executive Committee (MGAEC). The MGA is the cross-campus representative body for all graduate students enrolled through Monash University and is recognised as such by Monash University in the University's Regulations. Services and support are provided to over 35,000 graduates across the Victorian campuses of Caulfield, Clayton, Parkville and Peninsula.

The MGA provides services and support to graduates studying by distance education, as well as off-campus graduates located at the Alfred Hospital complex, Monash Medical Centre and over 40 other government, medical and private organisations within Victoria. The MGA also provides limited support to graduates enrolled through the Monash Malaysia campus.

The MGA runs two full-time offices; one located at Clayton campus and one office at Caulfield campus. Regular office/advocacy sessions are scheduled for the smaller sites. Services provided to graduate students include advice and advocacy, representation, social events, academic support in the form of workshops and seminars, orientation and transition, information dissemination in the form of graduate-specific publications and website, policy development and quality assurance.

The MGAEC is the representative and governing body of the MGA. The Executive Officer of the MGA works closely with the MGA President and reports directly to the MGAEC. The management of all staff and operations of the MGA is the responsibility of the Executive Officer.

## Why our staff work with us



## Position purpose

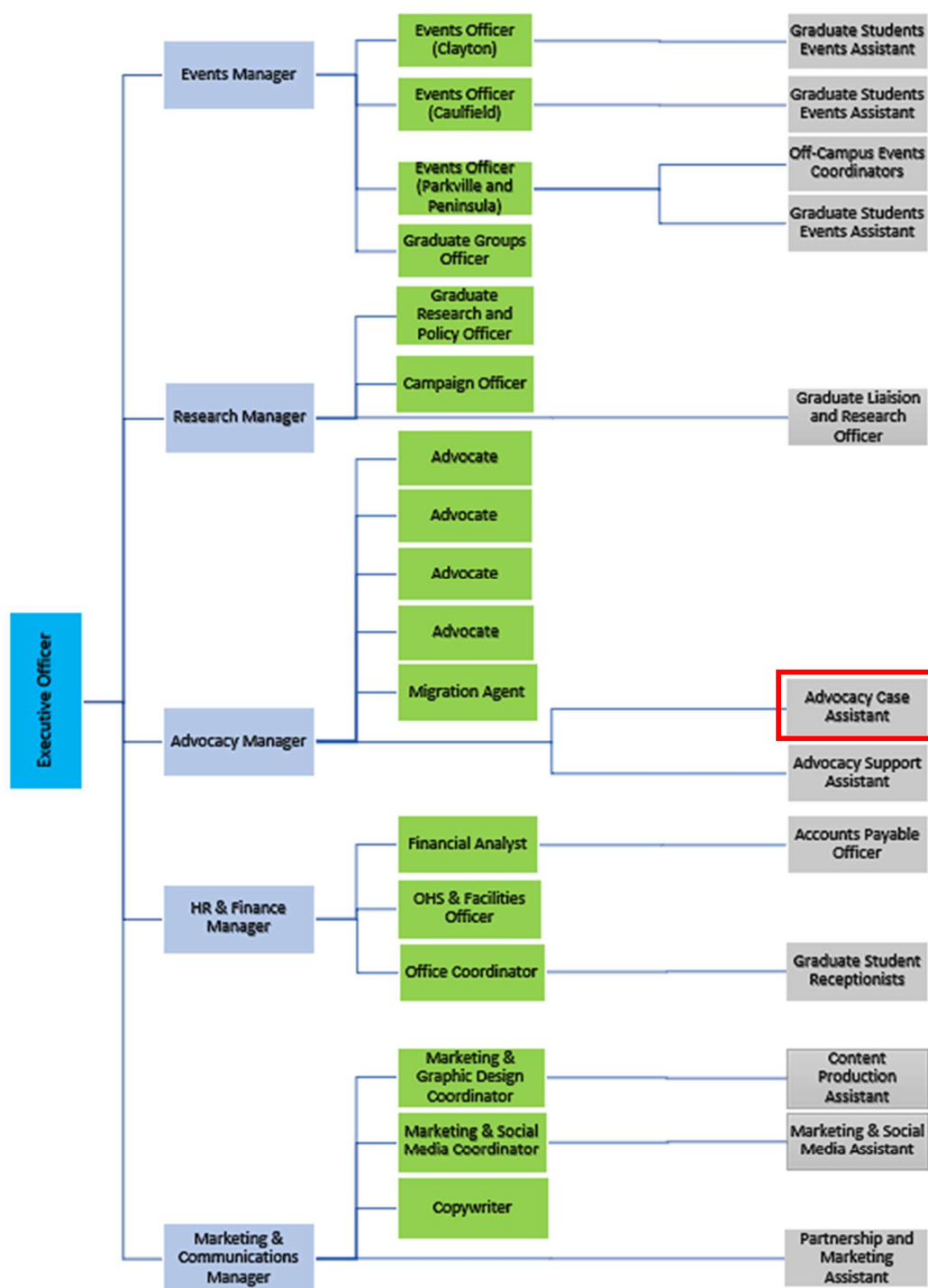
Under the direction of the Advocacy Manager, the Advocacy Case Assistant will work with the Advocacy team to provide basic advocacy advice to graduate students across all of Monash Australian campuses and off-campus locations such as Law Chambers and the Alfred Hospital complex. The scope of the position also includes promoting the MGA advocacy services where relevant.

The Advocacy Case Assistant will work under the direction of the Advocacy Manager and will receive advice and instruction to ensure the quality and consistency of MGA advocacy services.

- **Reporting line:** The Advocacy Case Assistant will report to the Advocacy Manager.
- **Level of supervision:** routine supervision to general direction.
- **Financial delegation and /or budget responsibilities:** Not applicable.
- **Contribution to UN Sustainable Development Goal Targets:**
  - 1.2, 1.4
  - 2.1
  - 4.3
  - 10.2
  - 12.5
  - 16.3, 16b



## Staff organisational chart



Version: Dec 2025

## Key result areas and responsibilities

- Under supervision, prioritise and manage provision of advice to graduates seeking advocacy for non-complex matters, ensuring the outcomes meet MGA objectives.
- Support and assist students in formal meetings and hearings with the University
- Under supervision, process welfare grant applications according to MGA regulations and procedures
- Refer individual graduates or groups to appropriate sources of information.
- Attend events and visit Monash campuses and off-site locations as directed, to promote the MGA Advocacy service, and provide basic information and referrals to graduates.
- Ensure relevant information about systemic concerns arising from advocacy cases is communicated to the Advocacy Manager.
- Maintain proper case records and notes
- Assist with and perform filing and administrative tasks as directed
- Perform other appropriate duties and responsibilities as required

## Key selection criteria

1. Currently enrolled in a Monash University graduate degree in any field.
2. Strong appreciation and consideration of privacy principles and confidentiality.
3. Relevant knowledge, training and experience
4. Excellent oral and written communication
5. Excellent conceptual and analytical skills
6. Well-developed inter-personal skills
7. Demonstrated capacity to understand and apply rules, procedures and regulations governing a specific area.
8. Demonstrated organisational and time management skills, including the ability to plan and evaluate activities, set priorities, work in a team and perform well under pressure.
9. Ability to work effectively with people from diverse backgrounds and age groups, different cultures and professions

## 10. Ability to empathise with students and their objectives

### Other job-related information

- The position requires diplomacy, patience, tolerance and flexibility. The incumbent will be expected to assist in other areas of MGA service delivery when required.
- Experience in fields of Social Work, Counselling, Law, or adjacent areas, would be advantageous.
- Availability to work during peak times in February, August and December, would be advantageous. In addition, some out-of-hours work may be required.
- A current Victorian driver's licence would be advantageous.

### Legal compliance

All staff employed by the MGA must be aware of and adhere to state and Federal legislation and MGA policy relevant to the duties undertaken including in the areas of: Equal Opportunity; Discrimination; Occupational Health and Safety; Privacy; and Finance.