

POSITION DESCRIPTION & PERSON SPECIFICATION

Position:	Queer Support Coordinator
Reports to:	Student Support Centre Manager
Direct reports:	NA
Indirect reports:	NA
Volunteers and Interns:	~20 Queer Support Interns (Peer Supporters)
Location:	OUSA, University of Otago, Dunedin

Organisation:

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

Structurally, OUSA is divided into 8 departments: Corporate support; Events; Communications and Marketing; Clubs and Socs; Critic; Planet Media Sales; Radio One and Student Support Centre.

With approximately 50 staff and many more volunteers, OUSA is a substantial organisation.

Managers of each department report to the CEO, who is responsible to the Student Executive for the overall management of the organisation.

Each of the departmental managers is responsible for the operations of their department, including staffing, financial management and service provision.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

The OUSA is dedicated to making the University of Otago the most inclusive tertiary institution in New Zealand. We recognise that often a person's student years are the ones where they are exploring their identities and getting ready to tell others about who they are; a journey that can be daunting, challenging and confusing. In addition, experiences of discrimination and social exclusion or fear of experiencing discrimination and social exclusion can contribute to negative health and educational outcomes.

OUSA recognises that sexual orientation and gender identity are not fixed but are parts of what makes us the unique individuals that we are at any given time.

Position purpose:

- To coordinate OUSA's Queer Support services
- Provide support to queer and questioning students
- Undertake research on student life and wellbeing, particularly as it relates to queer and questioning students
- Be a champion of diversity at the University of Otago

Areas of Responsibility

Area	Expected Outputs
People management	<ul style="list-style-type: none"> • Supervise the Queer Support Interns
Financial Management	<ul style="list-style-type: none"> • Assist the Student Support Centre Manager in preparing the annual budget for Queer Support
General Tasks	<ul style="list-style-type: none"> • Provide advocacy and support for queer and questioning students at the University of Otago • Act as a first port of call for queer and questioning students • Support Student Support Centre campaigns and initiatives • Establish, maintain and train a team of Queer Support Interns (Peer Supporters) • Maintain an up to date knowledge of relevant policy, procedures, and legislation • Undertake research into student life and wellbeing that will be beneficial to OUSA and the student community • Maintain a queer resource library • Facilitate the Queer Friendly Staff Network • Facilitate group support and informative events • Assist in maintaining strong working relationships with other departments, organisations, and agencies • Ensure the Student Support Centre Manager is kept inform of cases, especially when they are of a welfare, pastoral care, or ethical nature • Organise and run queer focused events such as Queer Awareness/Diversity week, queer tea parties • Participate in various working groups and committees at the request of the Student Support Centre Manager • Ensure client paperwork and case records are up to date and confidentiality is maintained • Undertake projects work as directed by and negotiated with the Student Support Centre Manager • Undertake any tasks that may arise from time to time as part of OUSA's work with students • Provide assistance to the general operations of the Student Support Centre • Facilitate educational workshops • Promote and advocate for diversity training in professional courses at the University of Otago • Networking with University support services
Health and Safety	<ul style="list-style-type: none"> • Take personal responsibility for engaging in OUSA's no-harm, health and safety culture • Be familiar with the hazard register for the work area that you work in • Communicate to the Departmental manager and colleagues any potential hazards that you identify that are not on the register

	<ul style="list-style-type: none"> • Be familiar with the location of first aid kits and qualified first aiders in the Association • Be familiar with and adhere to any health and safety plans • Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Departmental Manager of these • Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community • Participate in Monthly Professional Supervision during the academic year
Delegated authorities	<ul style="list-style-type: none"> • Delegated financial authority to \$250 for Queer Support Budget (Student Support Centre Department), for routine expenditure within approved budgetary limits

Personal Attributes

Working Collaboratively	<ul style="list-style-type: none"> • Ability to build and maintain professional and productive relationships • Ability to relate to a diverse range of people • Excellent written and oral communication skills • Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA
Organisation	<ul style="list-style-type: none"> • Manages self, resources and workload to meet timelines • Is organised and keeps all files and documents in order • Ability to work independently and as part of the team • Ability to recognise when issues need to be escalated to the Departmental Manager
Change	<ul style="list-style-type: none"> • Is flexible and resilient to meet the ever changing needs of the OUSA
Problem Solving	<ul style="list-style-type: none"> • Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate

Qualifications and Experience

- **Relevant bachelors degree such as education, gender studies, or social work**
- **At least two years' experience in a field such as education, advocacy, pastoral care, or social work is beneficial**
- **Knowledge of the tertiary education sector, community services, and the student demographic**