

POSITION DESCRIPTION & PERSON SPECIFICATION

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| Position: | Student Support Advocate |
| Reports to: | Student Support Centre Manager |
| Direct reports: | NA |
| Indirect reports: | NA |
| Volunteers and Interns: | NA |
| 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.

OUSA Student Support is here to help out students with any hassles, concerns, or questions. We focus on helping the student reach the best possible outcome for their situation. Our services are free, confidential, and available to any member of OUSA (Student's at the University of Otago). Student Support Advocates are here to help out with any issue at all including, but not limited to, tenancy issues, working with other agencies such as studylink, financial concerns, disciplinary proceedings (within the university or wider community), health and wellbeing concerns or questions, academic issues or concerns.

Position purpose:

- Provide an effective, student-centred advocacy and support service to OUSA members (Students at the University of Otago)
- Promote student welfare and wellbeing
- Undertake research on student life and experience

Areas of Responsibility

| Area | Expected Outputs |
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| People management | <ul style="list-style-type: none"> • N/A |
| Financial Management | <ul style="list-style-type: none"> • N/A |
| General Tasks | <ul style="list-style-type: none"> • Provide advocacy and support for OUSA members in any areas where they need assistance • Provide pastoral care to OUSA members • Participate in mediation/conflict resolution • Support Student Support Centre campaigns and initiatives • 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 • Provide students with budgeting advice • Assist in maintaining strong working relationships with other departments, organisations, and agencies • Ensure the Student Support Centre Manager is kept informed of cases, especially when they are of a welfare, pastoral care, or ethical nature • Participate in various working groups and committees at the request of the Student Support Centre Manager • Prepare applications for the OUSA Hardship fund and University Emergency Fund • 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 |
| 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 • 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 |

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| Delegated authorities | • N/A |

Personal Attributes

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| 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 tertiary qualification such as psychology, social work
- 1-2 years' experience in a support or advocacy position
- Knowledge of the tertiary education sector, community services, and the student demographic
- Written and oral communication skills, active listening/counselling skills, pastoral care skills, problem solving skills, flexible and adaptable, professional presentation