

POSITION DESCRIPTION & PERSON SPECIFICATION

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.

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 focuses on providing a support service that is responsive to the needs of our community, solution focused, and holistic. Our team operates within a broad framework drawing on our diverse educational backgrounds and experience to ensure we can respond and work with our students to find resolution in whatever scenario they present.

We work with students in any situation including, but not limited to, accommodation, tenancy, and flatting, financial support, university processes and procedures, health and wellbeing concerns, safety concerns, life navigation, crisis management, and general support and advocacy. We also provide volunteering programs and educational initiatives.

Position Purpose:

- Provide responsive, solution focused, holistic, and ongoing support, advocacy and social services to students at the University of Otago
- Promote student welfare and wellbeing

Areas of Responsibility

Area	Expected Outputs
<p>General Tasks</p>	<p>Provide support and advocacy for students enrolled at the university of Otago in any areas they need assistance, ensuring our services maintain a holistic and wraparound approach. This includes:</p> <ul style="list-style-type: none"> • Working directly with students in a supportive relationship towards appropriate and desirable solutions for their situation • Acting as a first port-of-call for any concerns, issues, or advice • Ability to complete comprehensive assessments of student needs, specific to their individual situations • Supporting students to implement and fulfil an appropriate action plan related to their situation; following our best practice, student centred, and multi-disciplinary team (MDT) approach • Brief intervention support • Crisis management • Supporting students in unsafe or violent situations • Providing case management in complex or multi-faceted situations • Providing life navigation/coaching support • Providing support and advocacy to students navigating university academic or disciplinary procedures • Facilitate students in fostering and maintaining relationships with university faculty and staff • Facilitate financial support and provide general budgeting education • Support students with accommodation, tenancy, or flatting related matters • Facilitate mediation and conflict resolution • Assist in the navigation of community-based agencies and services • Providing general health and wellbeing guidance • Ensuring there is continuity of support throughout their time as a student <p>Associated responsibilities include:</p> <ul style="list-style-type: none"> • Support, foster, and contribute to our holistic and multi-disciplinary team approach • Ensure client paperwork and case records are up to date and confidentiality is maintained • Ensure the department manager is informed of cases that qualify as complex in nature • Maintain an up-to-date knowledge of relevant policy, procedures, and legislation • Foster strong working relationships with university departments, services, and staff • Maintain an up-to-date knowledge of community-based support programs, including government agencies and social services • Support and lead health promotion and educational initiatives e.g. Flatting Week, Winter Wellbeing, Diversity Week • Participate in working groups and committees at the request of the Department Manager • Undertake project work and tasks that may arise from your work with students or as directed by the Department Manager • Undertake any tasks that may arise from time to time as part of OUSA's work with students
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Take personal responsibility for engaging in OUSA's no-harm, health and safety culture

	<ul style="list-style-type: none"> • 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 • Maintain appropriate practices to support personal wellbeing when dealing with serious and complex cases • Contribute to a supportive team environment and peer support of team members
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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 • Ability to build rapport with colleagues and clients • 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 • Adaptive and responsive to meet the needs of the community and individual clients
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 (bachelors or equivalent) required e.g. social work, occupational therapy etc.
- Professional registration or a pathway to professional registration under HPCAA or SWRA
- At least 5 years relevant work experience in a similar position
- Knowledge of the tertiary education sector, community services, and the student demographic
- Operates from a holistic and solution focused framework/model of practice
- Work from a bicultural and multicultural mode of practice