

Sub-Warden Guide 2022



UNIVERSITY
of
OTAGO

Te Whare Wānanga o Ōtāgo
NEW ZEALAND

Important Contact Information

Emergency Services	111
Campus Watch	479 5000
Ask Otago	0800 80 80 98
Dunedin Hospital	474 0999
Otago Student Health	479 8212
Health Line (24-hours)	0800 611 116
Te Whare Tāwharau	0800 479 379
OUSA Student Support	080012 10 23
OUSA Queer Support	080012 10 23
Lifeline	0800 LIFELINE
Youthline	0800 376 633
Otago Disability Support	479 8235
Otago PI Centre	479 8278
Otago Maori Centre	479 8490
Otago Student Learning	479 8492
University Chaplains	otago.ac.nz/chaplain
StudyLink	studylink.co.nz
Career Development Centre	479 8244
OUSA Clubs and Societies	479 5960
Human Resources (HR)	479 8269
Unipol	479 5888



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Welcome to the CACLS Team

Haere Mai! Welcome to your position as a Sub-Warden (SW) at the University of Otago. Working with students in residence at the University of Otago is both challenging and highly rewarding. You will need patience, humour and skill, but you can take pleasure in knowing that your work makes a tremendous difference to the lives and futures of those who live here. Invariably our members are intelligent, talented, and interesting young people. Overwhelmingly they relate very well to the staff and are appreciative of what we do for them.

Residential college members are at a time in their lives when they are transitioning from their homes and parents and establishing themselves as young adults. It is our task to guide and support them as they make the transition from school to the world of higher education and beyond and to make their first year at university an enjoyable and memorable experience.

This handbook is designed to provide you with some very basic information about working as an SW at the University of Otago. As employees of the University of Otago we are all bound by the policies and procedures set down for University employees. If you have any questions about University policy, please refer to the [website](#). Please don't hesitate to ask the senior management staff at your college if you have questions about college or University of Otago procedures.



Andy Walne
Senior Warden
of Colleges

Tēnā koutou e ngā Kaiāwhina Whare - I would like to welcome all of you to your role as Sub-Wardens (SWs) at the University of Otago. Our collegiate communities are exceptional places where Otago students are supported and encouraged as they transition to tertiary life. As a leader in a college community, you have a unique role to play in the development of the members of your community. Whether you are coaching a sports team, doing college rounds, providing one-on-one pastoral care or assisting with a college event you are an essential part of collegiate success at Otago. You will gain valuable experience and leadership skills as you form strong networks with other SWs, senior college staff, college alumni and Otago professional and academic staff. Thank you for your commitment to us this year and I wish you every success and the best of luck as you commence your leadership journey at Otago.

Disclaimer

This handbook is written to assist Sub-Wardens (SWs) working at a residential college and UniFlats at the University of Otago. In any instance where there is a discrepancy between this handbook and University of Otago official policy, an official employment agreement or government legislation then such policies, agreements or legislation will apply.

At various times during the year the University of Otago may change policies or procedures or issue new policies or procedures related to the safe and effective administration of residential colleges. Staff are expected to abide by such procedures when they are issued.

Pastoral Care of Domestic Tertiary Students Code of Practice

Our highest responsibility and focus in Otago collegiate life is the care, safety and security of our residents. As an SW the most important work you do is the pastoral care and oversight of those residents who are under your care and protection. Of course, you do not carry this task alone but with the support and oversight of other SWs and your college management team.

Among other things the Education (Pastoral Care) Amendment Act requires tertiary accommodation providers to ensure

- A safe and supportive learning and residential environment
- Assistance for students to meet their basic needs
- Provision of advice, information and services
- Assistance with physical and mental health
- Assistance with personal development
- An inclusive learning environment
- A student voice
- Clear documentation, recording of information, contracts and explanation of rules and procedures
- Adequate staff training and monitoring
- Risk monitoring and responsive pastoral care
- Provision of safe and sufficient buildings, common areas, recreational space





University College



Toroa College

Collegiate Life Overview

Campus and Collegiate Life Services (CACLS)

CACLS is part of the Operations Group of the University of Otago. Generally speaking, the Operations Group looks after all non-academic divisional matters at the University of Otago such as property, support services, colleges, information technology, finance, etc. The head of the Operations Group is the Chief Operations Officer (COO), Stephen Willis.

CACLS includes the residential colleges, Student Health, UniPol, UniPrint and the University Union. The CACLS director is James Lindsay. There is also a Senior Warden of Colleges (SWOC), Andy Walne, who provides direct assistance to the collegiate communities.

Otago Collegiate Communities

There are 16 collegiate communities at the University of Otago. 10 of these are residential colleges owned by the University. They are Aquinas, Arana, Caroline Freeman, Carrington, Cumberland, Hayward, Studholme, Te Rangi Hiroa, Toroa and University Colleges.

Four colleges are independently owned but are affiliated with the University. They are Knox, Salmond, Selwyn and St Margaret's Colleges. Each affiliated college is administered by its own independent board and governance structure.

The UniFlats is Otago's largest collegiate community with over 750 students, predominately international and exchange students living throughout North Dunedin.

The Locals collegiate community is comprised of first year students who do not reside in a College or UniFlat.

Over 3300 University students are resident in the collegiate system. All the colleges work closely with each other in a collaborative arrangement.

All residential collegiate communities have a Warden, Deputy Warden (DW) and at least one Assistant Warden (AW).

Sub-Wardens (SW) are student staff members who assist with the support of residents and the management of collegiate life.





Te Rangi Hiroa College



Studholme College

Sub-Warden FAQ

Q – How many hours will I be expected to work? What is my hourly wage?

A – You will be paid for the hours you work. Your college will endeavour to provide you with 19 hours of work per week except during holiday breaks.

Q - Do I have to pay for accommodation?

A – Yes, if you have a live in role. SWs sign an accommodation contract like the residents but receive a weekly discount.

Q – When does the position start and end?

A – SW positions start with pre-arrival training at the end of January, start of February. Positions end on the last day of student residence in mid-November.

Q – Can I work a second job as well as being an SW?

A – As an SW you have a primary commitment to your own studies and then to your SW role. The SW position is demanding and any further employment should not be to the detriment of your own academic work or your SW job. You should have an open discussion with your college about your situation.

Q – Do I get holidays?

A – You will be paid an additional 8% holiday pay on top of your hourly rate. If you go on leave from the college this will be leave without pay. You are not guaranteed work during the mid-semester and between semester break periods although each individual college may negotiate such work arrangements with their SW teams.

Q – Do I receive sick leave entitlement?

A – There is no sick leave entitlement until you have worked continuously for six months. If you are ill and cannot work, an individual college may be able to rearrange schedules.

Q – Do I have to stay at the college every night?

A – Unless you are specifically rostered on for a duty slot you do not have to be at the college. However, the essence of the SW role is visibility and interaction with others. It is important that all SWs maintain a highly visible presence in the community.

A – UniFlats have duty shifts within their unique environment

Q – Will being an SW affect my StudyLink or student allowance?

A – Possibly. As an SW you will be earning money and paying tax on your earnings. This may affect your access to a student allowance. You should contact StudyLink directly to discuss your personal situation.

Q - What should I wear to work and around the college?

A - Your college will have its own rules and standards regarding dress and decorum. You may be provided with a uniform shirt to wear on duty. Your Warden will advise you on dress expectations.

Q - May I have overnight guests?

A - Overnight guest policy is set by individual colleges. Please discuss with your DW or Warden.

Q - Am I bound by the [Code of Conduct](#) or the [Staff ethical behaviour policy](#)?

A - Since you are both a student and a staff member, you are bound by both policies. Please review them by clicking on the links above.



Selwyn College



Salmond College

Things to Know

Working with residents is satisfying and rewarding but sometimes challenging.

College life can be enormously fulfilling. However, maintaining realistic expectations is crucial in any human series work. As much as we would like to be appreciated by every resident this may not always be the case. People in the college may not always treat you fairly or give you thanks. Be fair, kind, and caring towards others, and you will find that the majority of residents will respect and care about you in return. Generally speaking a negative viewpoint usually has nothing to do with you personally, but the role you have as a student authority figure. Sometimes both the big and the little things you do for your residents throughout the year (treat bags, door decorations, etc.) may not be enjoyed by all, but the majority of residents will appreciate the little things you do - whether they tell you or not.

How best can you deal with outcomes?

Your role as an SW is to offer support, guidance and assistance to residents and then pass on information. The final outcome of an incident may not turn out the way you envisioned. These decisions are usually made by the college senior management who are responsible for making decisions in context and with the wider picture. It is important to report any policy violations or difficult situations. As long as you are consistent about the way you perform the duties of your position, you can feel confident that you are doing the right thing.

Never, ever be afraid to introduce yourself to anyone.

The position you hold will allow you the opportunity to meet a wide variety of people. From senior management to security, it helps to get to know the people you will call upon to help deal with situations. Such effective networking and relationship building is key to collegiate success. Some of your life-long friendships may be those you make while serving as an SW whether they are other staff members, residents, or a part of other groups. It is important to not only know residents within your own area but residents from other floors, quadrants and halls. Networking and contacting SWs from other colleges is also an excellent way to network and learn. Ultimately, it makes others feel valued if you take the time to get to know them. You never know who you may end up making an impact on by just taking the time to say "Kia ora, I'm . . ."



UniCol Carnival Day 2020

How should I approach difficult and sensitive situations?

Often the most frustrating and difficult situations with residents may not have a clear-cut resolution. In dealing with a conflict, give both sides a chance to share what they are feeling and take notes. It will help you when trying to find points of compromise and also in informing your supervisor about the situation. You may have to deal with situations such as personal hygiene, a clash of values, noise, personal priorities, different study habits, poor attitudes or differing personalities. These situations may be awkward. Try to be tactful, offer options and realistic outcomes. Such situations may be hard to deal with at times, but it is important that they are addressed as soon as possible. You should also inform your Warden, Deputy Warden or Assistant Warden. Generally speaking, they don't go away by themselves.

Living in a college community comes with some great benefits.

Sometimes things can get intense and juggling the pressures of being an SW while completing your own fulltime study can be a huge workload. However, colleges have great facilities and services. Many of your flatting friends in North Dunedin will be dealing with the hassles of cooking, cleaning, paying bills and trying to keep warm in a cold Dunedin winter. In your college you will be well-fed, warm, have access to social events, friendships, support networks and you only have to pay one bill, not separate ones for power, Internet, etc.

What's the best way to plan successful events?

Sometimes you will put a lot of time and energy into putting on an event and then suddenly all of your residents have other things to do. Student life is busy and there are many events and activities for residents to choose. If you personally ask your residents to come to an event, they



Sumo Suit Mayhem 2020

will be more likely to attend than if they just read one of your posters. Successful events are usually the result of the organiser's enthusiasm matched with the needs and wants of the residents. If you can get residents to come to events from the very beginning of the year, and they have a good time while they are there, then they will be more likely to come to those last few events at the end of the year. Be excited about your events, and there is a good chance that your residents will be enthused about attending. Your college will have procedures and routines for event planning and implementation. These are likely to involve health and safety considerations as well as risk management.

How should I deal with personal issues?

As an SW you can be a sounding board for an individual's situation, but you need to let the resident work through the issue personally. They may just need someone to listen to them! Let your residents know your door is always open if they just want to talk. Then follow up, and make sure the resident is doing okay. This is the best way to show them you care and are supportive.



St. Margaret's College



Knox College

Communication with the SW team, other staff, and the senior management is essential.

The key to successful relationships with your staff and supervisor is to communicate to them what is going on in your community and your life. If those you work with know you are struggling with a difficult situation – within your community, academically, or personally, they can provide support and understanding to you. Granted, you don't have to be best friends with those on your staff, but working together effectively requires an open line of communication. Don't leave your staff and supervisor guessing about what you need from them – tell them! Your staff and supervisor are there to support you!

Nine months goes so fast, but being an SW can be one of your most fulfilling life experiences.

You get out of the SW position what you put in. If you are accessible, friendly, and excited about what you do as an SW, your residents will see that and be more supportive of your programmes and the position you have. In general, if you respect them they will respect you. The college year flies by, so make use of it and enjoy it. This once-in-a-lifetime opportunity goes quickly. You can make a difference in the lives of your residents and they will long remember you as being someone who was there for them and made their year a positive experience. Be that person people can count on and show that you love doing what you do. It will make a difference in their lives and yours.



Press-Up Competition

How do I deal with serious situations?

The Otago collegiate communities have defined procedures and practices for dealing with various matters that may arise in collegiate life. In particular colleges have defined procedures for dealing with situations related to serious misconduct, sexual harm or misconduct and serious mental health situations. Any of these situations will be handled by your college management along with assistance from the divisional office and the Senior Warden. You should report any information related to such matters to your senior managers as soon as possible.





Hayward College



Cumberland College

Points to Remember

Communication with Warden, Deputy Warden and Assistant Warden: Let them know immediately if a resident is seriously unwell, unhappy, displaying abnormal and worrying behaviour or is being difficult or troublesome. **Communicate** to Warden, Deputy Warden or Assistant Warden any personal concerns. If you have personal problems, academic difficulties, difficulties or concerns with any resident or team member come to your senior management. They are there to support and assist you and need to know what is going on.

Keep a **close eye** on residents who are unwell. Your college will have routines and procedures related to Emergency Room visits, ambulance call-outs and other care of sick or injured residents. There will be procedures for communication and documentation of these matters. These will be detailed to you during your training.

Facilitate contact with residents on your floor regularly. The first few weeks are often the most crucial for making sure everyone is fitting in and trying to build a community. Get to know each resident and introduce them to other residents on the floor. Try to organise an activity close to the beginning of the year.

Maintain regular contact throughout the year. Try to talk to each resident in your designated area every day for the first couple of weeks. During the year try to keep up the contact as much as possible and talk to each of your residents at least once a week. Keep an **open door policy** so that residents know that they can come to you.

SWs must maintain a **professional relationship** with the residents. As an SW you will build supportive, caring relationships with the residents which shows your interest in them, their interests and their life at the college and the University of Otago. They will naturally want to know about your own first-year and uni experiences and you will want to tell them to encourage and support them. However, it is important to use good discretion and professionalism in such conversations.

Be consistent. Don't have one set of rules for some people and a different set for others. Attend and support all college functions. As an SW you are expected to get behind all college activities. Balance SW life and your studies. The residents will look to you as a role model when it comes to studying.

As an SW you are a **role model** to the residents. Effective study habits, behaviour discretion, impartiality, inclusivity and celebration of diversity are all important traits to portray to residents. It is also important to remember that you will still be perceived as an SW even when you are away from your college or off-duty.

Respect and support the other SWs. Celebrate and respect each other's differences. If you are concerned about the actions of an SW, talk to Assistant Warden, Deputy Warden or Warden. Do not discuss the issue in front of the residents. Respect each other's space. Although you have been chosen as SWs to live together, you do not have to be best friends and you do not have to spend every moment together.

Be aware of **safety issues**. Make sure that doors are locked and do not give personal information including phone numbers, room numbers, or names to any visitors or people by phone.

Respect residents' right to **confidentiality**. Do not discuss one resident's concern with another or gossip about residents amongst the SW team. You must report any serious concerns to college management. When a resident does confide in you, you have to tell them that you have to talk to senior management and they will deal with the situation appropriately.

Most importantly enjoy the year, **study hard, learn quickly and have fun** together as an SW team.



Sub-Warden Job Description

DIVISION: CAMPUS AND COLLEGIATE LIFE SERVICES

REPORTS TO: Senior Warden of Colleges & Deputy Warden

STRATEGIC DIRECTION:

Through its diverse but integrated divisions and offices, the Operations Group is united in its purpose of achieving the University vision of having an international reputation for excellence by enabling our students and the Academic, Research and Service Partner Divisions to achieve their strategic goals. Further through the expertise, advice and services offered the Operations Group of Divisions and Offices directly influence and provides outstanding campuses and student experiences.

PRIME FUNCTION:

Assist with the provision of pastoral and administration duties to support the operation of the College(s) and enhance the environment to maximise the safety, well-being, academic success and personal growth of the Residents.

This includes:

- Complete administration and other duties at specified rostered times;
- Provide appropriate level pastoral care and close networking with Residents;
- Promote and uphold University of Otago and college policies within the college community, including any Sub-Warden specific code of practice processes; the Māori Strategic Framework; and the Pacific Strategic Framework.
- Promote and support the inter-collegiate competitions and events;
- Ensure that college handbook directions are correctly followed;
- Act in a manner and perform duties to foster a sense of a collegiate community;
- Attend college functions as directed by college management;
- Act as a role model, mentor and leader within the college community at all times.
- Work with and contribute to a University wide network of Sub-Wardens.
- On occasion provide Sub-Warden support to other colleges.

STAKEHOLDERS RELATIONSHIPS:

Internal:

- Sub-Warden
- Assistant Warden
- Warden
- College Staff
- Residents
- Student Services
- Academic Staff
- Tutors
- Divisional Human Resources staff
- Health and Safety Compliance
- Other University of Otago Staff

External:

- Resident Family and Whānau
- Outside Organisations as directed

BUDGETARY RESPONSIBILITY: None

PERSON SPECIFICATION:

Qualifications:

- Full-time student at the University of Otago for the entire academic year and be eligible to work in New Zealand.

Skills/Characteristics:

- Strong empathy and understanding of tertiary students and especially first-year students;
- High standards of honesty, common sense, patience, problem solving ability, effective communication, conflict resolution, good personal judgement and well-developed life skills;
- Effective time management and organisational skills to enable a balance between full-time study and the work and social demands of a residential college.

Experience

Prior study and living experience in a tertiary setting is desired.

Position Specific Accountabilities

Key Areas	Accountabilities and actions
Administration	<ul style="list-style-type: none">○ Assist with the arrival and departure of residents;○ Assist with room and inventory checks;○ Attend to rostered duties;○ Attend meetings and training sessions;○ Uphold College policies.
Resident Welfare	<ul style="list-style-type: none">○ Act as a communication channel between residents and College staff;○ Manage as required resident illness, accidents, medical conditions and other issues;○ Assist in maintaining the levels of behaviour and noise within College guidelines;○ Participate in, initiate and organise College activities in consultation with College management;○ Be the first line of response in any emergency and follow the appropriate procedures and instructions;○ Refer resident concerns to the College management being mindful of resident welfare, health and safety;○ As required, be on overnight call duty, in-house and ready to respond.
Property Maintenance and Security	<ul style="list-style-type: none">○ Check floors and common spaces regularly to ensure reasonable standards of care and behaviour;○ Note and report any maintenance requirements;○ Report promptly any loss or damage to equipment, furniture or property;○ Ensure that health and safety practices are observed in all workplace activities;○ Report all accidents, incidents, hazards and near misses in accordance with College procedure;
	<ul style="list-style-type: none">○ Ensure security arrangements are carried out in accordance with College procedures;○ Assist with control of unauthorised people and events.
Community Engagement	<ul style="list-style-type: none">○ Model good community behaviour at all times;○ As directed, complete administration and support tasks for inter-collegiate competitions;○ As directed, complete administration and support tasks for in-house events;○ As directed, assist with external engagement events and activities.

SIGNED:

DATE:

APPENDIX 1: Individual Behavioural Accountabilities that apply to all operations

1. Personal

Behaviour and Role

- Adhere to organisational values, policies and guidelines, and consistently role-model these in behaviour;
- Translate the University's mission, strategy and goals into professional practices, decision making and actions;
- Individually accountable for ensuring the tasks and responsibilities of the position are understood; and for the quality of individual work, performance and behaviour;
- Proactively contribute to the team/ unit/ department/ division in achieving relevant divisional plan priorities;
- Ensure that document management practises are aligned with University guidelines & compliance.

Personal and Professional Development

- Recognise and embrace opportunities to learn, develop, improve and increase effectiveness;
- Raising recognised individual skills or knowledge gaps or other inefficiencies in role, with Manager;
- Contribute to individual performance objectives and plans, and monitor performance against those expectations, seeking regular feedback from manager in doing so;
- Fulfil mandatory/professional competency requirements, and activities identified in performance development plan.

Health and Safety

- Act and work in a manner compliant with current health and safety at work legislation;
- Role model safe behaviour and practices, contribute to 'zero preventable harm' and a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitor's and other staff.

Sustainability

- Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

Reputation

- Represent the University of Otago's Campus and Collegiate Life Services Division and champion all that is great about working here.

Student Experiences and Outstanding Campus Environment

- Act in a manner which contributes to outstanding student experiences and a professional, collegial workplace.

2. People

Engage Stakeholders

- Manage key relationships, peers, clients of work unit (staff/students/visitors / tenants) throughout the University and across functions;
- Be responsive to stakeholders and customers resolving any issues or requests in an appropriate manner;
- Communicate effectively – update stakeholders and customers on progress and maintain strong phone, email, personal or other communication with them;
- Customer care - take the time to understand clients' needs and requirements and work hard to meet them.

Business Planning and Alignment

- Ensure I have a clear plan of individual work responsibilities and delivery expectations for the next period (i.e. annual or business cycle);
- Seek to understand how individual tasks and role contributes to the success of the greater team.

3. Service Delivery

Operational Planning and Execution

- Accountable for resources, budgets or assets delegated to position;
- Proactively contribute to collaborative decision making and facilitating a professional working environment.

Risk Management

- Identify, report and where possible, rectify, workplace health and safety concerns within work area, alerting other relevant parties to those in their workplace;
- Manage compliance and risk within area of responsibility, fulfilling any mandatory/professional auditing and/ or competency requirements.

Continuous Improvement

- Strive to ensure client satisfaction, proactively monitoring their satisfaction levels and welcome feedback as an opportunity to address deficits and lift performance, work and behaviour;
- Seek opportunities to improve business processes within area.



Carrington College



Caroline Freeman College

Residential College Code of Practice for Sub-Wardens

This Code of Practice defines some of the requirements, expectations, standards and personal attributes you will bring to your role.

For the purposes of this document

- “College” is the college where you live or the college where you work.
- “Resident” is defined as a student living in the college but not another Sub-Warden.
- You will abide by the rules and policies of the college and the policies of the University of Otago. Your Sub-Warden Handbook is your reference and guideline in regard to college operations, activities, and expectations.
- It is expected that you will give priority to your academic studies as an Otago student and to your role as a Sub-Warden.
- You may undertake other commitments or work provided you do not compromise your responsibilities to the college.
- At all times your communication and manner with staff, residents and guests should be professional, courteous, honest, fair, timely and ethical.
- You should maintain a social balance with the residents and not socialise excessively or repeatedly with any particular group or individual.
- You may not purchase or supply alcohol to college residents and you may not drink alcohol with college residents except in compliance with rules sanctioned by the college.
- You must not be under the influence of alcohol or other intoxicating substances while on duty.
- You shall not make any statement to the media concerning any matter relating to the college or the University of Otago or any of its staff or residents.
- Your use of social media and electronic communication must adhere to Otago policy. You should take due care with social media interactions concerning the college of University of Otago communities
- During the term of appointment, you may receive confidential information about the college, its staff and residents. You shall not use, disclose, or permit to be used or disclosed any such information except in the proper course of fulfilling your responsibilities of employment.
- As a Sub-Warden you will interact with other residents and may have access to information of a personal nature. You must be seen by the residents as impartial and able to maintain a confidence. In some situations you will be required to discuss such confidential matters with the college management.
- You should not be alone with a resident in their room behind a closed door. You may find yourself at times dealing with sick or inebriated students who need to be cleaned up or put into bed. You should ensure there is another responsible person present in such instances.
- You hold a position of responsibility and have a level of supervisory authority over college residents. It is unacceptable to form a relationship or be involved sexually with a college resident. This risks taking advantage of the intrinsic trust, power and status differential implicit in the Sub-Warden-Resident relationship. It is potentially an abuse of authority and could be considered serious misconduct.
- You must respect and not misuse the privileges given to you. College equipment and resources such as vehicles, telephones and photocopiers should not be used for personal matters.
- You must discuss with senior college management anything that may affect the health or safety of an individual or the health or safety of others.



Arana College



Aquinas College

General Otago Employment Info

ACC Partnership Programme

The ACC Partnership programme allows the University of Otago, as an accredited employer, to act as an agent of the ACC managing workplace injuries and providing entitlements under the Injury Prevention, Rehabilitation and Compensation Act in relation to work-related personal injuries and illnesses.

If you have a work-related injury or illness while employed by the University of Otago, and seek treatment from a health professional (doctor, physiotherapist, etc.), please tell them you are an employee of the University of Otago. The treatment provider will then forward the relevant information directly to the University of Otago, not ACC. You should also report any work-related injury to your Warden as soon as possible.

Alcohol and Illegal Substances

Alcohol and any illegal substances should not be consumed during any employee's working hours. Employees should not be under the influence of alcohol or illegal substances during times when they are on duty. Rules and regulations for the consumption of alcohol for your SW team will be detailed by your Warden. SWs should never purchase or supply alcohol to any resident of the college without the Warden's advance permission. Please note that the supply of alcohol to those under 18 years of age is a potential criminal offence.

Communication

Good communication is essential in collegiate life. Colleges are busy places and it is important for all staff to be pro-active about information and communication. If you are unsure what is going on please check with other staff. Ask yourself regularly the question "Who else needs to know about this?" and then let them know. This simple process will solve most communication hassles.

Conflict of Interest

At the University a conflict of interest occurs when the activities of a staff member could lead, to material benefit for the staff member concerned, either directly or indirectly, to the detriment or potential detriment of the University. A conflict of interest also occurs when the activities of a staff member interfere or could interfere with the fulfilment of their employment obligations.

Conflicts of interest can arise through staff taking on outside professional duties, commercial relationships, directorships, appointments to boards, outside employment, relationships with organisations which supply or potentially supply goods or services to the University. Furthermore, a conflict of interest may eventuate through a relationship a member of your family has with an outside organisation or supplier.

Where a staff member considers a conflict of interest may exist this situation must be disclosed to the Warden who will seek advice and guidance concerning the situation. The University has number of ways of handling conflicts of interest. These are all detailed in the [Conflict of Interest Policy](#).

Found Property

Otago works under a basic premise that no employee can personally benefit from found property. If in the course of your work you come across property or personal effects which you deem to be lost or abandoned these must be handled according to your college's procedures.

Fraud

Fraud includes, but is not limited to, the unauthorised use of facilities or equipment, Inappropriate or undocumented leave, asset misappropriation, false expenses claims or inappropriate payments. If you suspect something fraudulent or if you need information please consult the [University's fraud policy](#).



Gifts

SWs, as Otago and public service employees, cannot accept gifts from outside agencies. Gifts would include not only physical objects, but also tickets to shows, games or events. Additionally, if you are invited to a function, event or dinner from an outside business or commercial provider which may be seen as equivalent to a "gift" you should declare this to your Warden before you confirm any attendance. If you are given a gift by a resident, a parent, a conference guest, or another person you should declare this to your Warden. In almost all situations the receipt of small tokens of appreciation are perfectly acceptable but it is important that all gifts are declared and recorded.

Health and Safety

The University of Otago takes health and safety very seriously. It is important that all staff carry out their work in a manner that is safe and secure. If you are uncertain about how to carry out a task or duty in a safe manner please check with your supervisor. If in the course of your work you encounter a situation or equipment which is potentially hazardous it is essential that you report it as soon as possible to your supervisor. This also includes "near miss" situations.

All accidents at work must be reported and recorded. Please report the incident to your supervisor. Any staff member may also report an accident, potential danger or near miss through the Otago website and the vault system.

Locals



Internet and E-mail use

Staff should always be careful and considerate in their use of electronic communication. Remember that e-mails and social networking sites are written communication and hang around forever. It is general good policy to never send an e-mail message or put up a posting that you would not send in an official letter or publication. Staff should be aware that the inappropriate use of a University Internet account or electronic communication may result in disciplinary action or in certain cases the involvement of the police.

The University has guidelines in place with regard to using email and the Internet on work computers or the University network. Please familiarize yourself with the [policy here](#).

Keys, Swipe Cards and College Security

It is important at all times that we keep the buildings and our residents secure. Please keep a careful watch of your keys and never loan them to anyone else. The same applies to any security, swipe or ID cards which are issued to you. If you lose your keys please report this immediately to your supervisor. Staff ID cards are issued by the University of Otago ID card office. Please check with a senior staff member if you have any problems with your ID card access. Generally speaking, if you find a door locked then re-lock it when you leave. If you find a door unlocked and you have a concern about security then it is usually best to lock the door. Do not let a resident into another resident's room without first checking with the Warden, Deputy, Associate or Night Warden on duty.

Media

You may be approached by representatives from radio, television or newspapers about your work at the University. The University of Otago has a standing policy that employees must not discuss their employment or any matters related to the University unless this has been approved by the Marketing and Communications Office. This policy also applies to the student magazine, The Critic. If you are approached by the media for a comment please let your Warden know.



Contact with Parents and Caregivers

Occasionally in the course of your employment you may be approached by a parent or caregiver. If the matter concerned is beyond normal college routines or general information please refer the parent to your Warden. It is important to not relay information to parents or caregivers which may be misinterpreted or may be incorrect. Academic performance or personal situations should not be discussed with parents except through your Warden.

Disciplinary Matters

If in the course of your work your supervisor needs to discuss your work performance they will usually, in the first instance, speak informally with you about their concerns. Most of the time an informal chat is all that is needed to remedy a concern. It may be that you are unaware of what you are doing or that you need additional training or guidance to assist you in your work.

If it is determined that you are not performing your duties and responsibilities satisfactorily and an informal chat has not rectified the situation or if there is evidence of misconduct then a formal process may be initiated. Formal disciplinary matters will be coordinated by the Warden with the assistance of the University of Otago's Human Resources Division. In all cases involving formal disciplinary matters the University will act as a good employer. This means that you

will be informed of the specific concerns, have the opportunity to present your side of the story and have the opportunity for support or representation at any meeting. It also means that your college will not prejudge the outcome of the investigation.

The outcome of a disciplinary investigation could involve an oral or written warning, active supervision or a requirement for further training. In cases of continued unsatisfactory performance or serious misconduct there is the possibility that an employee may be dismissed.



Ethical Behaviour

[The Ethical Behaviour Policy](#) sets out behaviour and conduct expectations. The policy describes acceptable behaviour standards to ensure an environment that is safe and fulfilling for everyone. All staff and students at Otago should be courteous, honest, fair, timely and ethical. All of us are expected to respect the living and working environments of others, act without discrimination and use authority appropriately. As well, specific behaviours are identified as being unacceptable – personal harassment, bullying, sexual harassment, racial harassment, abuse of supervisory authority, discrimination and an undisclosed or unmanaged conflict of interest.

Harassment and Discrimination

Colleges are bound by the rules and regulations of the University in regards to ethical behaviour. All members of the University community are expected to:

- Be courteous, honest, fair, timely and ethical
- Respect the living and working environments of others
- Act without discrimination
- Use authority appropriately

In particular sexual harassment, racial harassment, personal harassment and bullying, discrimination and abuse of supervisory authority are all unacceptable.

If you feel you are being treated in a manner which is discriminatory you should feel free to speak to your Warden. Alternatively you are welcome to approach the University's Ethical Behaviour Contact Network. Further information is available at on the [University Mediation website](#).

Human Resources

The University of Otago has a [Human Resources department](#) dedicated to ensuring good employment practice at the University. Many questions about employment at the University can be found on the [HR website](#).

Job Descriptions

Everyone who works at Otago has a job description. Your job description helps you to define your areas of responsibility, the key tasks of your position, who you report to and who you work with. There may be times when you will be asked to help out with matters that are not strictly defined in your job description.

Pay

The University of Otago pays on a fortnightly cycle on Tuesday or Wednesday and direct credited into your nominated bank account. You will receive \$21.15/hour before tax and a weekly discount on your accommodation costs.

Privacy

Many staff in the course of their duties have access to personal and private information about other staff and about residents and need this information to carry out their duties. SWs must ensure the following in handling such information.

Information is only accessed that is required to carry out assigned duties and responsibilities. Personal staff or student information is not disclosed to other staff unless there is a professional need to know such information. Personal staff or student information is not disclosed to other students, individuals or organisations external to the University.

If you are in doubt about such disclosure please check with your Warden who is your college's designated Privacy Officer. [University of Otago's Privacy Policy](#).

References

SWs may be approached by residents agencies or businesses to write a reference or act as a referee on their behalf. Because such references are generally regarded as coming from the college and having college approval, all such matters should be referred to the Warden.

Security Cameras

Most colleges have security cameras. These cameras are used to review situations concerning safety, security and student disciplinary matters. Please note that access to security camera records is highly controlled. Staff should not review, copy, distribute or discuss recorded footage without prior Warden approval. Please check with your Warden about your college's security camera situation.





Staff Club

The University Staff Club is located on Union Street about 200 metres north of the link. University staff members are welcome to use the facilities located there.

Superannuation

SWs are eligible for KiwiSaver contributions from the University of Otago. You will need to authorise HR to make these contributions. [Find out more here.](#)

Vaccinations

The University of Otago provides a free vaccination service for influenza. Staff will be informed of times and locations for this service. If staff members are likely to be in contact with blood or other bodily fluids the college will explore the option of payment for hepatitis vaccinations. Please check with the Warden for further information as needed.

Work Challenges

Residential college staff work in very close quarters with each other and with the residents. In such situations it is only natural that staff may encounter conflicts, disputes or disagreements. How we deal with such matters is very important to the stability and health of the college. There are many ways to deal with such situations.

- In all our dealings with staff and residents it is important to be polite and gracious.
- Concentrate on the issue and possible resolutions.
- Remember that there are often multiple ways to look at a problem and multiple solutions. Be open to new ideas.
- Talk about the situation with the other person. More often than not a quiet conversation will resolve the problem. It is not good practice to openly criticise or challenge another staff member in front of other staff or residents.
- Communicate in advance. Ask yourself the question “Who needs to know that I have done this and who will be affected by what I am doing?”

If you cannot resolve the matter informally then speak with your Warden

Web Kiosk

[The Web Kiosk](#) is the University’s leave and payroll management system. Staff can logon to this website and check their leave balances, their current pay slips, etc. If you need help in using this system please ask your college management. You will be expected to enter your fortnightly timesheets through Web kiosk. Your Deputy Warden can assist you.

Work on Public Holidays

Because of the nature of work in a residential college, on occasion staff may be required to work on a public holiday. Public Holidays consist of New Year’s Day, the day after New Year’s Day, Waitangi Day, ANZAC Day, Good Friday, Easter Monday, Queen’s Birthday, Labour Day, Christmas Day and Boxing Day. The University of Otago generally observes Otago Anniversary later, during the mid-semester break.

What is work?

Rostered Duties

Assigned duties are specific, designated, rostered times when an SW is required to do a defined duty. These are usually directed and assigned by the management staff.

Examples include:

- Rostered office duty
- Rostered dining room duty
- Rostered college rounds
- Attendance at official meetings
- Attendance at official training sessions
- Requirement to hold the duty phone and be ready to respond (being on-call)
- Rostered supervision duties at collegiate events such as balls, camps and social functions
- Required attendance

Flexible duties

Those parts of the SW job which involve pastoral interaction with residents. Flexible duties are not always rostered but fit in and around other commitments, study timetables, etc.

Examples include:

- Accompanying residents on a floor mission or outing
- Interacting with residents for the purposes of pastoral and academic support
- Working on a portfolio (eg college magazine, volunteering coordination, etc)
- Organising or planning a college event or competition
- Attending to a resident who is ill or needs extra support



Employment Relationship Problem Process

Employment Relationship Problems

Employment relationship problems include such things as personal grievances, disputes about the interpretation or application of employment agreements, or other workplace issues that may harm the employment relationship, but does not include problems with the fixing of new terms and conditions of employment.

Raising the Problem

If you think you have a problem in your employment, then you should raise it with your Warden as soon as possible, so we can try and resolve it with you. If for any reason you feel unable to raise it with your Warden, you should approach another appropriate manager or an Adviser in Human Resources. In some cases, there is a time limit on when you have to do this – see “Personal Grievances” below.

Representation

At any stage, you have the right to seek advice and support from your union or a representative. We will work with you and that person to try to resolve the problem. Information may also be sought from the Department of Labour Mediation Service at any time.

Mediation Services

If we are unable to resolve the problem, then either party can contact the [Department of Labour Mediation Service](#) (a government department) for free assistance. The mediator will try to help us resolve the problem, but won't make a decision as to who is right or wrong unless both parties want this.

Employment Relations Authority

If the problem is still not resolved to your satisfaction, then you can apply to the [Employment Relations Authority](#) to have the problem investigated and a determination made. This decision can be appealed, by either party, to the Employment Court and then to the Court of Appeal.

Personal Grievances

If your employment problem is a personal grievance then you must raise it within 90 days of the problem actually occurring or coming to your attention for the first time. A personal grievance can only be raised outside of this timeframe with the agreement of the employer, or when the Employment Relations Authority deems there to be exceptional circumstances. It is preferable that you put your grievance in writing. You may ask you union or representative to raise the grievance on your behalf.

University of Otago Ethical Behaviour Procedure

Certain types of employment relationship problems may be able to be dealt with through the [University of Otago Ethical Behaviour Policy and Procedures](#), particularly problems involving harassment.

Human Rights Commission Procedures

If you believe you have a grievance based on discrimination or sexual or racial harassment an alternative procedure is available through the [Human Rights Commission](#). However, you cannot refer your grievance to both the Human Rights Commission as a complaint and to the Employment Relations Authority as a personal grievance. You have to choose one option or the other.

Staff Training and Qualifications

Compensation

At times you may be required to participate in training and professional development. In such cases you will be paid for your attendance.

Beginning of the year

The colleges will provide SW training at the beginning of the year, starting dates may differ depending on individual colleges. Some training will be combined with other colleges and the rest will take place on an individual college basis.

Ongoing

There are a number of individual training sessions designed specifically for SWs that take place periodically throughout the year.

Symposium

There is an SW Symposium midway through the year involving all SWs.

In house training

Your college may run professional development sessions during the year.



Microcredential/EduBit

CaCLS has invested in improving the SW experience through further development of training, changes in the total remuneration package and creation of pathways into full-time college leadership roles. While SWs have been able to include skills and experience acquired through the role on their CVs, until now an independent validation and accreditation of the skills has not been available.

This qualification normally costs \$200 but this cost is covered by the University.

Microcredentials are NZQA recognised awards for recognising skills and expertise developed in the workplace. These are vocational awards and the University of Otago has partnered with Otago Polytechnic to develop and assess microcredentials. The award in Sub-Wardenship Capabilities would sit alongside your academic qualification. More information on microcredentials is available at edubits.nz

- Badging of your capabilities as an SW
- Linked to your online CV
- Accreditation of your learning as an SW through evidence of your practice
- Validates the transferable skills that employers want to see
- Complements your academic credential

