

**UNIVERSITY OF OTAGO  
ŌTĀKOU WHAKAIHU WAKA**

**JOB DESCRIPTION**

<b>ROLE TITLE:</b>	Co-ordinator, Student Care
<b>DEPARTMENT:</b>	Office of the Dean and Head of Region – Wellington
<b>SCHOOL / DIVISION:</b>	Faculty of Medicine – Wellington Faculty of Medicine Division of Health Sciences
<b>REPORTS TO:</b>	Dean and Head of Region
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE)</b>	Nil

**1. PRIMARY PURPOSE OF THE ROLE:**

Support the wellbeing of students enrolled in the Faculty of Medicine and the Faculty of Health Professional Programmes, by acting as the first point of contact for student care; and provide responsive, compassionate, and effective support, ensuring students are connected with appropriate University of Otago resources and as required referral to appropriate University of Otago or external services

**2. ACCOUNTABILITIES:**

Serve as the initial point of contact for student care-related inquiries, both academic and pastoral

Provide in-person and online support and guidance to students, ensuring accessibility and responsiveness.

Assess student needs and refer them to appropriate internal or external support services including Associate Deans, counselling, financial aid, health services.

Maintain accurate records of student interactions and referrals, ensuring confidentiality and compliance with privacy policies.

Monitor student wellbeing, identifying patterns or concerns that may require intervention or escalation.

Ensure that students receive holistic care working closely with other members of the campus team, placement teams, and external partners to ensure a student's needs are met.

Contribute to the development and delivery of wellbeing initiatives, workshops, and resources tailored to students.

Maintain an up-to-date and working knowledge of the Education and Training Act 2020 and relevant university policies.

Participate in regular team meetings and training. Actively keep abreast of best practices in student support and care and identify opportunities to enhance policies and practices.

### **3. KEY RELATIONSHIPS:**

#### Internal

Faculty of Medicine students within Region

Faculty of Health Professional Programmes students within Region

Dean and Head of Region

Associate Deans Medical Education, Academic Progress, Rural, and Regional

Advisory and Operational support staff

University of Otago Student Services and Staff

Student organisations

Coordinator, Student Care on other regional campuses

#### External

Local support services as per Region

### **4. QUALIFICATIONS & EXPERIENCE:**

#### Essential

Bachelor's degree.

Qualification in advice, guidance, social work, counselling, social work or education.

5 or more years work experience in field of qualification.

Experience in student support or pastoral care.

Considerable experience of working with people from a range of ethnicities, socio-economic groups and nationalities.

#### Preferred

Experience in student support or pastoral care in a tertiary education setting.

### **5. TECHNICAL SKILLS & KNOWLEDGE:**

#### Essential

Strong interpersonal and communication skills, with a compassionate and student-centred approach.

Proven ability to manage sensitive situations with discretion and professionalism.

Proven ability to explain complex processes and procedures in a clear and accessible manner, adapting approach to meet the needs of the listener.

Proven ability to be calm, diplomatic and tactful in high pressure situations.

Proven ability to understand and accurately apply policies and procedures.  
Proven ability to display discretion, particularly when handling confidential documents.  
Proven ability to pay close attention to detail  
Proficiency in digital communication tools and student management systems.  
Ability to work independently and collaboratively within a multidisciplinary team.  
Good working knowledge of relevant legislation.

Preferred

Understanding of the challenges faced by medical students and the ability to respond appropriately.

**6. SPECIAL REQUIREMENTS:**

Nil

**7. DIRECT BUDGET ACCOUNTABILITY:**

None

**8. MĀORI STRATEGIC FRAMEWORK**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

**9. PACIFIC STRATEGIC FRAMEWORK**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

**10. HEALTH & SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

**11. 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.