

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Hauora Connector
DEPARTMENT:	Te Pou Whirinaki, the Student Wellbeing Hub
SCHOOL / DIVISION:	Student Services
REPORTS TO:	Manager Te Pou Whirinaki
FTE OF ROLE:	1.0 FTE Permanent
DIRECT REPORTS (FTE):	None
INDIRECT REPORTS (FTE):	None

1. PRIMARY PURPOSE OF THE ROLE:

The Hauora Connector is a student support role to assist taura to navigate the University, its systems and its areas of support. The Hauora Connector will get to the know the taura holistically and either provide support directly, if within their area of expertise, or connect the taura with the supports they require to thrive at Otago, to achieve their academic goals and have a transformative 'Otago Experience'.

2. ACCOUNTABILITIES:

This position will be accountable for the following for taura:

- Be recognisable and approachable for taura to connect and engage with.
- Support taura to navigate the University, its systems and its processes.
- Connect taura to the most appropriate support services.
- Identify early any potential areas of concern.
- Build strong high functioning relationships with staff across the University community.
- Market and promote the Hauora Connector roles to our taura community.
- Advocate for taura across the University.
- Role model and exceed the University's obligations under the Pastoral Care Code.
- Promote strong mental and physical health and well-being to the University community and support taura to make informed choices about their health and wellbeing.
- Consult with relevant professionals or make a referral where appropriate.
- Create opportunities to connect with taura and, where appropriate, their whānau.
- Work alongside the other Hauora Connector roles at the University to support each other as a Hauora team.
- Record interactions with taura in appropriate systems.
- Provide reports on services delivered, themes, risks and innovations to the Manager Student Pastoral Care for wider reporting purposes.

3. KEY RELATIONSHIPS:

Internal

- Staff in the Office of the Director Student Services.
- Taupiri on all of Otago's campuses.
- Hauora Connectors.
- Manager Student Pastoral Care.
- All areas of Student Services.
- Hauora Connectors Pacific, Rainbow and Refugee Background.
- Student Experience, particularly AskOtago, Student Development.
- Student Learning Development.
- University Libraries.
- Pathway and English Language Centre.
- Divisional support staff based in each of the four teaching Divisions.
- Colleges and University Flats.
- Health and Safety Compliance.

External

- OUSA Student Support.
- OUSA - Otago University Students Association, and affiliated clubs and associations, as relevant.
- Taupiri whānau, iwi and hapū.
- Local social agencies and other relevant community supports.
- Government departments and NGOs, as relevant.

4. QUALIFICATIONS & EXPERIENCE:

Essential

- Experience working in a role supporting tertiary students, including people from diverse backgrounds.
- A tertiary qualification, ideally in a relevant field, and ideally from an institution in Aotearoa New Zealand.
- Experience of University systems and processes.
- Genuine and proven interest in working with people from different cultures, faiths, languages and life experiences.
- Ability to establish and maintain appropriate boundaries while providing support.

Preferred

- Experience of the University of Otago's campus, processes, systems and support networks.
- Strong knowledge of community support networks and agencies.
- Understanding of the Pastoral Care Code.
- Knowledge and understanding of equity issues in tertiary education.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential

- The desire and ability to enhance the mana of each individual.
- A proven ability to engage successfully with vulnerable people.
- Expertise in whakawhanaukataka (relationship building).
- Knowledge of Te Tiriti o Waitangi, Te Ao and Mātauraka Māori and Te Reo Māori or a willingness to learn.
- The ability to identify and respond to different cultural norms and expectations in a sensitive manner.
- The ability to develop and maintain effective professional relationships.
- An effective communicator with the ability to write clear and informative reports and referrals.
- Proficiency in computer skills for documentation, data management, and virtual platforms.
- The ability to be flexible, adaptable, and professional during change and uncertainty.

Preferred

- Experience with arranging events and/or delivering workshops or similar.

6. SPECIAL REQUIREMENTS:

Nil

7. DIRECT BUDGET ACCOUNTABILITY:

Nil

8. MĀORI STRATEGIC FRAMEWORK:

Act and work in a manner consistent with the principles and implications of Te Tiriti o Waitangi and in accordance with the University's commitment to being a Te Tiriti-led institution, 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. EQUITY AND DIVERSITY STRATEGIC FRAMEWORK:

Act and work in a manner consistent with the University's Equity and Diversity Strategic Framework, role-modelling and promoting the University's equity and diversity vision and guiding principles, and contributing towards giving effect to the framework's actions.

11. PASTORAL CARE CODE:

Act and work in a manner consistent with the University's responsibilities as a signatory to the Pastoral Care (Tertiary and International Learners) Code of Practice. Role model the delivery of excellent pastoral care, recognise and respond to taurira in need, and ensure taurira are aware of all supports available to them.

12. 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.

13. 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.