



Position Description

JOB TITLE:	Graduate Wellbeing Coach
DEPARTMENT:	Student Health
DIVISION:	CAMPUS & COLLEGIATE LIFE
REPORTS TO:	Mental Health & Well-being Clinical Group Leader (CGL) Clinical Director (CD) & Operations Manager (OM) Student Health

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 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 provide outstanding campuses and student experiences.

PRIME FUNCTION:

To have overall responsibility for the delivery of Graduate Well-being Coaching (GWC).

To provide GWC to eligible graduate students in a professional and safe manner with a commitment to biculturalism and the Treaty of Waitangi; to enable each student to achieve their full potential and succeed in their Postgraduate study.

- To maintain close liaison with Student Health Services and the Graduate Research School.
- Provision of coaching, assessment in addition to triaging to appropriate internal and external services.
- Provision of support and advice to staff members who are responsible for student well-being.
- Promotion of mental health and well-being within the University community.

STAKEHOLDERS RELATIONSHIPS:

Internal: Graduate Students;
Student Services;
Residential Colleges;
International Department;
Academic Departments & Supervisors;
Health and Safety;
Human Resources;
Otago University Students' Association;
Student Learning Centre.

External: Local Social Agencies;
Southern District Health Board;
Community Mental Health NGO's;
Government Departments.

SUPERVISION:

Nil

BUDGETARY RESPONSIBILITY:

Nil

PERSON SPECIFICATION:

Qualifications:

- A relevant tertiary qualification or equivalent; Psychiatric Nurse, Occupational Therapist, Social Worker, Clinical Psychologist, Counsellor – must have valid APC and registration with the appropriate professional body.

Skills:

- A high level of interpersonal and communication skills;
- Ability to provide comprehensive clinical assessment as needed;
- Client-centred approach with a strong service ethic;
- Collaborative, with the ability to develop and maintain effective professional relationships with colleagues in a multidisciplinary team;
- Critical thinking and problem solving skills relevant to position;
- Effective communicator with the ability to write clear, user friendly documentation for multidisciplinary healthcare purposes;
- Flexible, adaptable and professional during uncertainty and ambiguity;
- Ability to constructively facilitate and problem solve between graduate student and supervisor.

Experience:

Mandatory

- Skill and experience in motivational interviewing and behavioural intervention;
- Experience working in a mental health environment and experience in completing comprehensive mental state assessment;
- Experience using Patient Management Software and Microsoft office products;
- Comprehension of the situational stressors which commonly affect graduate students.

Highly Desirable

- Experience working in the tertiary education sector.

POSITION SPECIFIC ACCOUNTABILITIES:

Key Areas	Accountabilities and Actions
Provision of coaching, Mental Health Assessment, Crisis Response and Brief Intervention	<ul style="list-style-type: none"> ○ Provide 1:1 and group coaching according to graduate student need, and with particular attention to research students. ○ Provide mental health assessments, crisis response, brief intervention and triaging to appropriate services. <ul style="list-style-type: none"> ○ Manage daily appointments to meet demand ○ Students given information on services available and leaves appointment with a clear outcome/plan of care ○ Outcome / plan of care documented in Medtech ○ Clinical risk assessment documented in Medtech ○ Liaison with relevant Student Health clinical staff around issues arising as required ○ Referrals to other University Services, External Agencies completed as required ○ Identifying key goals and outcomes, with CGL <ul style="list-style-type: none"> ○ Annual review to determine goals ○ Quarterly / Annual PDR progress reports

	<ul style="list-style-type: none"> ○ Reporting on progress against performance targets to CGL as required; <ul style="list-style-type: none"> ○ Monthly meeting with CGL ○ Weekly meeting with MHWB Team.
Research, Monitoring and Evaluation, Reporting	<ul style="list-style-type: none"> ○ In association with the Graduate Research School, awareness of and evidence-based approach to issues affecting graduate research students ○ Monitoring and improving systems, methods, efficiency, and quality of services provided. <ul style="list-style-type: none"> ○ Patient satisfaction survey completed annually ○ University annual student and department survey Peer review ○ Aggregated reporting to Graduate Research School on graduate student consultations, including issues addressed, demographics, academic programme and Department information.
Provision of support and advice to University staff who are responsible for student well-being	<ul style="list-style-type: none"> ○ Providing advice to University staff on mental health and well-being services; ○ Provide support and advice to staff on students of concern <ul style="list-style-type: none"> ○ Assist with developing a care plan ○ Address safety concerns ○ Identify training /skill needs of College / Departmental staff – provide educational sessions if appropriate or refer to Human Resources
Promotion of Mental Health and Well-being	<ul style="list-style-type: none"> ○ Develop an annual plan, with CGL,OM,CD <ul style="list-style-type: none"> ○ Identify and plan yearly orientation /training / education requirements for Colleges and Departments ○ Reporting on progress against performance targets to CGL as required; ○ Proactively initiating and promoting policies and procedures concerned with maintaining and improving mental health and well-being;
Communications and Relationship Management	<p>Managing key relationships internal and external to the University. Activities include:</p> <ul style="list-style-type: none"> ○ Attendance at Student Health meetings ○ Facilitation of meetings between student and supervisor ○ Liaising / contributing to other University groups and committees as required; ○ Managing all relationships to promote the desired image of the Division; ○ Developing relationships with relevant members of the University, Colleges, Academic Departments, Support Services, and Student Services.

SIGNED:

DATE:

APPENDIX1: Individual Behavioural Accountabilities that apply to all Operations Staff:

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 Student Services 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.