

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Kōwhai Centre Manager

Area *Te Tari*: College of Community Development and Personal Wellbeing

Reports to (title) *Ka whakaratatia e*: Head of School

SP10 placement: D Band

Primary purpose *Te take matua*

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's strategic goals and objectives.

The Kōwhai Centre helps to prepare our students to meet the counselling professional competence standards through providing the opportunity to obtain practice work with clients. The Kōwhai Centre is located in Dunedin and is open three days including at least one evening. The Kōwhai Centre Manager will need to be available during opening hours.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Supervision; administrative and client work	- Administration and client work of students in the Kōwhai Centre is supervised. - Observation of new client sessions, and de-briefing with students completed and recorded. - Students receive support with in-session when needed. - Behaviour of students adheres to the NZAC Code of Ethics. - Providing supervision to trainee counsellor students beginning their practice in the Kōwhai Centre. The supervisor must be able to provide supervision in the Person Centred model.
Operational Management	- Client referrals and allocation of clients to students is transparent, equitable and assists student learning. - Students are provided with the opportunity to obtain and complete 100 hours of practice work at the Kōwhai Centre. - Client and referrers' enquiries are responded to professionally and within agreed timeframes. - Cover for the clinic hours is organised as required. - Kōwhai Centre operations are completed within agreed timeframes and to NZAC standards. - Kōwhai Centre policies and procedures are kept up to date - Regular maintenance of all Kōwhai Centre environment and equipment is up to date.

Training students for Kōwhai Centre responsibilities	Year 2 students are trained in the administrative duties and policy matters involved in the running of the Kōwhai Centre prior to placement at the Kōwhai Centre.
Kōwhai Centre Marketing	- All promotional material is kept up to date and changes are approved by Head of School. - All promotional and marketing material meets OP requirements and the Kōwhai Centres needs. - Liaison with community organisations and appropriate services to build professional relationships and promote appropriate referrals to Kōwhai Centre is professional and meets agreed outcomes.
Observe principles and practices of Equal Employment Opportunity and Diversity	Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	- Achievement of a healthy and safe work and learning environment - New and existing hazards will be pro-actively identified and managed - Incidents, accidents and occupational illnesses immediately reported - Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfill our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	- Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success. Participate in required training to confidently apply the Code within your role. - Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. - Awareness to attain OP as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	- Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. - Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 - Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	- Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes - Our values are consistently demonstrated.
Inherent Requirements:	

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Head of School	Formal Leader. Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Bachelor of Social Services Counselling Team	To work collaboratively to ensure students are provided with consistent learning opportunities.
Head of College and other colleagues	Provide strategic and operational assistance (both ways). Seek feedback and input, provide information and advice
External partners, including but not limited to industry, community and mana whenua and external stakeholders	Work in partnership to understand needs and how we can meet these.

Decision making authority <i>Kā rakatirataka whakatauka</i>	
Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time

Position dimensions *Kā āhuataka tūraka*

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Budget:** Nil
- **Number of employees reporting directly:** Nil

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Extensive experience of working in the field of counselling
- Full member of NZAC or approved equivalent professional body
- Knowledge / experience in working with a Person Centred Counselling model
- Excellent written and oral communication skills
- Have a wide range of understandings and experiences of counselling work in a variety of fields
- Supervision experience

Desirable:

- Experience working in administrative and operational roles
- Experience with empathy for tertiary students would be an advantage
- Be aware of support agencies within Dunedin to direct client referrals when required
- Experience facilitating training within a group or individually

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

Essential:

- Degree level qualification in the field of Counselling
- A current full drivers' licence
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Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Effective time management skills
- Have the ability to manage a multi-faceted role
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Flexible, responsive and customer orientated manner
- Be able to establish clear boundaries for students and clients
- Be committed to upholding the NZAC Code of Ethics
- Able to work in a self-leading team environment

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.