Job Description

Position: Kaitautoko Tauira (Student Wellbeing Advisor)	
Grade: 14	Date: January 2026
Reports to: Kaikōkiri Te Mana Tauira, Wairarapa	

Te Tirohanga Whakamua; Our Vision:

We are an essential and valued partner in achieving economic and social prosperity for the Central North Island of Aotearoa.

Te Kaupapa; Our Mission:

As the lead partner for vocational education and training in the Central North Island, UCOL's collaborative and innovative approach is exemplary.

Ngā Whanonga Pono; Our Values:

- Relationships – Whanaungatanga
- Excellence – Kia eke panuku, eke Tangaroa
- Transformation – Te huringa tangata
- Agility – Kia kakamā

Purpose of the Position:

To provide support to our tauira covering wellbeing (pastoral care), employability and youth guarantee services within the Student Hub on the Wairarapa Campus.

To provide encouragement and support to our tauira via targeted and responsive social and practical (pastoral) care service provision to help tauira achieve their academic, career and personal goals. This role includes assessment of tauira wellbeing needs; however, diagnosis, treatment and/or therapeutic counselling are outside of the scope of this role.

This position provides support to and assist tauira enrolling as Youth Guarantee tauira into approved programmes. A key function is to ensure all Youth Guarantee tauira support conditions are met.

The purpose of this role is to support tauira to develop the life skills, confidence, and self-belief needed to succeed in study, work, and wider life pathways. Grounded in a strengths-based, mana-enhancing approach, the role supports tauira to explore and plan for next steps in ways that reflect their aspirations, readiness, and individual circumstances aligned to their employment goals
The role engages with tauira through one-on-one support, group workshops, and practical learning opportunities that build capability in areas such as communication, goal-setting, and self-advocacy. It

also contributes to the design and delivery of events and experiences that enhance tauira wellbeing, belonging, and the overall campus culture, helping create an environment where learners feel connected, supported, and able to thrive.

Financial Delegation:
Nil

Staff reporting to this role:
Nil

Internal Relationships:
- Peers across Te Mana Tauira (all campuses)
- All kaimahi on Wairarapa Campus
- Faculty kaimahi
- Wairarapa Leadership Team
- Other related roles

External Relationships:
- UCOL's Partners: whānau, iwi/ hapū, industry stakeholders, relevant community stakeholders
- tauira

Key Result Areas:

Key Performance Indicator 1 – Tauira Wellbeing Support
Assist tauira with potential or identified needs that impact on their academic, career or personal success through the established case management model that reflects the goals of Te mana Tauira and UCOL's strategic direction.

What will I be doing?	How will I know I am doing it well?
Complete assessment of tauira needs and provide appropriate advice and support the particular needs.	Tauira needs are assessed using the triage model. Referral to appropriate internal/external services and support is made in a timely manner.
Complete relevant monitoring of tauira support.	Tauira are followed up in a timely manner. Tauira capability in the area of wellbeing is increased.
Conduct interactions in a professional manner that reflects the values and guiding principles of UCOL.	Interactions with all stakeholders and tauira are professional and reflect the principles of UCOL.
Escalation to Managers when required.	Referral and communication with the Kaikōkiri Te Mana Tauira, Academic Portfolio Manager or Dean as appropriate for complex cases.
Tauira requiring services are treated professionally.	All tauira accessing the service are treated with dignity, fairly and with respect. Tauira privacy is maintained.
Promote internal& external scholarship opportunities	Tauira are actively applying for any relevant scholarship opportunity
Facilitate events that enhance tauira experience and wellbeing on campus	Positive feedback from tauira. Tauira engagement in the student hub and across Te Mana Tauira serivces

Key Performance Indicator 2 – Job-Seeker Engagement

Assist tauira with employability skills through the development and delivery of work-readiness resources.

What will I be doing?	How will I know I am doing it well?
Delivery of work readiness resources and workshops such as work-readiness initiatives, job search skills, CV and cover letter preparation, applications and interview skills.	Improvement of UCOL tauira job-seeking skills and their employment profile – building intrapersonal and interpersonal skills, capturing academic, personal, and extracurricular achievements in a lifelong portfolio.
Delivery of, or support, employer engagement opportunities between tauira/graduates and prospective employers.	Increased presence on campus of stakeholder engagement via key events and activities. Liaise with faculties to create strategies for embedding employability skills development.
Source and promote regional employment opportunities, with emphasis on vacancies suitable whilst in study, and industry specific roles related to tauira career goals or industry of study	Increased tauira employment outcomes, gaining employability skills and experience to enhance future career options. Growth in employment opportunities for graduating tauira related to their area of study.
Support to explore employment opportunities and create a plan to achieve their goals	tauira are supported and sound advice or referrals given to suit the tauira circumstances, tauira have a plan for their future employment

Key Performance Indicator 3 – Youth Guarantee

Meeting the Youth Guarantee support conditions as set out by the Tertiary Education Commission (TEC).

What will I be doing?	How will I know I am doing it well?
Enrolling Tauira onto Youth Guarantee approved programmes.	Enrol tauira as per the UCOL enrolment policy and procedure. Ensure tauira enrolment and withdrawals are managed as per the funding guidelines set out by the TEC and UCOL policy and procedure. Report on Youth Guarantee enrolled tauira to faculties and TEC. Ensure that the use of funding for eligible tauira is accurately used.
Provide the pastoral care and delivery support to Youth Guarantee Tauira.	Ensure the pastoral care support provided to tauira is delivered in a timely manner. Ensure the administration of the Numeracy and Literacy assessment. Provide support to tauira engaged in disciplinary processes. Coordinate the resource requirements for tauira as required by the approved programme enrolled on. Coordinate transportation requirements as stipulated in the TEC conditions.

Liaising with other UCOL Te Mana Tauira kaimahi, Academic kiamahi, and external support agencies to ensure the necessary support and resources are available.	Gathering information from all parties in order to help source the appropriate support services and resources, including external funding. Working with other key stakeholders, such as, caregivers or support workers as required.
Preparing reports to meet all UCOL and Ministry reporting requirements.	Collecting and collating data for reporting Provide information for Tauira Success monthly and annual reports.

Key Performance Indicator 4 – Relationship Management

Relationship Management and liaison with Te Mana Tauira, Faculty, UCOL Services and community services (if applicable) to assist tauira accessing additional support following assessment of needs.

What will I be doing?	How will I know I am doing it well?
Demonstrate expert knowledge of UCOL services, particularly those delivered by Te Mana Tauira and external stakeholders.	A sound knowledge of UCOLs service and operations is evidenced through engaging relationships. A sound knowledge of community and district wellbeing support services is evidenced and maintained through the triage model guidelines.
Develop relationships with other members of the Te mana Tauira team, Faculties and UCOL Services and external service providers who may assist tauira	Effective relationships with key internal and external stakeholders are developed and maintained. Stakeholder contacts managed through Pātaka Kōrero (UCOL's designated CRM). Sound knowledge of UCOL support services and community and district support services.

Key Performance Indicator 5 –Stakeholder Engagement

Work effectively with stakeholders to meet mutual goals and objectives.

What will I be doing?	How will I know I am doing it well?
Plan, build and maintain, or support, effective working relationships with external stakeholders that benefit jobseekers and the generation of referrals.	Opportunities for stakeholders to have a voice and influence in the curriculum and employment-focused activities will increase. New scholarship partnerships Champion the use of Pātaka Korēro for stakeholder information management.
Plan, build and maintain, or support, vacancies that are obtained and access to these by Jobseekers.	Increased opportunities for internships, employment, tauira leadership, and volunteering via the "Employability Hub".
Ensure that employer contacts identified as part of the project are maintained and captured in the CRM.	Employer stakeholder contact and relationship history will be easily accessed via UCOL's CRM resulting in continuity of information.
Identify opportunities through direct contact – including face to face, email and/or telephone and develop key employer relationships to ensure ongoing business and achievement of targeted work placements to	UCOL's Akonga Employability Brand will grow in the marketplace, resulting in a growth of UCOL student outcomes (employable outcomes).

agreed operational volumes, and record in the CRM.	
Plan, deliver, or support, engagement opportunities between external stakeholders, faculty and tauira	Successful relationships with key stakeholders, government departments, businesses and UCOL (kaimahi and tauira) is evident and partnerships result out of these relationships.

Key Performance Indicator 6 – Administration and Reporting

Tracking and monitoring service delivery, efficacy and maintaining competency. Effective manage contracts and records, collection of information and monthly reporting

What will I be doing?	How will I know I am doing it well?
Manage own administrative requirements required for the role as required in conjunction with the Te Mana Tauira team	Kaikōkiri Te Mana tauira is satisfied and gives feedback to the incumbent in relation to managing their own administrative needs and following up on decisions which have been agreed upon.
Write and complete reports as required that meet all quality and time standards and project requirements.	Timely and relevant information is provided for reports when requested.
Document tauira and stakeholder interactions as appropriate (e.g. CRM and/or reports).	All relevant databases and reports are kept up-to-date and accurate at all times so that the relevant information can be accessed at all times.
Update relevant resources and employment opportunities via the Moodle based Employability resource.	Employability information, events and employment opportunities are communicated to Tauira when required and presented in the desired format.
Evaluate uptake, efficacy and delivery of services and support.	Uptake, efficacy, satisfaction and delivery of services and support is evaluated through data analysis and feedback commentary as used by Te Mana Tauira Active participation in the UCOL Self-Assessment process of service delivery. Self-reflection and review of efficacy with a particular focus on self-assessment and capability framework.
Maintain accurate records.	Detailed record management of student support is maintained and securely stored as per the UCOL procedures. Tauira support information is managed via the privacy policy and procedure. Sound knowledge of UCOL administrative systems and processes is maintained.
Engage in relevant kaimahi development as required.	Engagement in kaimahi development opportunities as appropriate as defined through the Professional Development policy and procedures. Best practice support methods for tauira is continuously maintained and developed through ongoing professional development and peer consultation.

Demonstrate knowledge and understanding of the principles of Te Tiriti o Waitangi.	Sound knowledge and understanding of the principles of Te Tiriti o Waitangi is evidenced in practice and through learning. Māori tauira, whānau, Iwi, and community groups are engaged through appropriate tikanga and protocols.

Key Performance Indicator 7 - Health and Safety

As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a "Worker" and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL's Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or doesn't do results in others being put in danger or risk or harmed.
Comply with all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault).	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.

To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive. As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.

Core Competencies – compressed version

Tangata Tiriti – how we embrace culture.

- **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our tauira and kaimahi, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL's Cultural Competency Framework).
- **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.
- **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to 'Staff Competencies' on our website or the Teams Portal.

Professional behaviours – how we behave at work.

- Dependable/compliant
- Resilience
- Flexibility
- Risk Conscious/ Zero Harm Attitude
- Self-Insight
- High Emotional Intelligence
- Shows initiative
- Ethics and integrity
- Personal responsibility

Work practice – how we achieve results.

- Achievement
- Mental Power
- Critical Thinking
- Logical Reasoning
- Numerical Reasoning
- Results focus
- Digital competence / IT literacy
    - Information
    - Communication
    - Innovative
    - Safety
    - Problem-solving

Relationships – how we work together.

- Communication
- Verbal Reasoning
- Teamwork
- Negotiation/ Conflict management
- Building relationships
- Strategic agility
- Values diversity
- Collaboration
- Keeps student focus

Customer and Business Support Competencies

- **Customer Focus** - motivated by exceeding customer expectations. Understands the customer perspective and uses it to guide decision making for quality service outcomes. Anticipates needs of all customers including Tauira and stakeholders. Demonstrates professional standards and behaviours that deliver superior outcomes.

- **Negotiation skills** – able to approach differences with confidence, ensuring that personal and professional relationships remain strong.

- **Relationship management**-- maintains relationships with key stakeholders by connecting and collaborating with them. Presents a cheerful, positive manner, treating others equally.

- **Ethics and integrity**- respects and maintains confidentiality. Avoids situations and actions considered inappropriate or which present conflict of interest.

Qualifications and/or Skills

- Bachelor degree in Social Work, Education, Psychology preferred or other appropriate qualification in an approved discipline area, or relevant equivalent qualification/experience
- Knowledge of the disability sector and educational needs of people with disability and impairment
- Has experience and knowledge of the Institute of Technology & Polytechnic, Education or Higher Education Sector in New Zealand Education preferred
- Has experience in the assessment and delivery of pastoral or personal support services
- In-depth knowledge and understanding in assessing student support needs and developing plans for a positive outcome
- 2-3 years demonstrated experience in working with Tauira from various social backgrounds
- Knowledge of Te Tiriti o Waitangi and its implications for and application to professional practice in the New Zealand Institute of Technologies and Polytechnic (ITP) sector
- A wide range of cultural issues that impact learning success
- Experience of professional practice in diverse settings
- Excellent written and verbal skills –able to present to a range of environments, and communicate persuasively and effectively to a range of people including Tauira

Personal Characteristics/Attributes

- Positive attitude to working within a team
- An organised, methodical approach to tasks
- Personable, approachable and inclusive manner with Tauira and staff
- Valuing of lifelong learning

Other Requirements

- Must have a full driver's licence.
- Pre-employment Criminal Convictions Check.
- Clean from the influences of drugs and alcohol in the workplace at all times.
- Member of appropriate professional body.

We aim for a "can-do!" attitude where we help one another and UCOL. For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our Tauira.