

## Job Description

Position: Counsellor	
Grade: 15	Date: November 2024
Reports to: Team Leader - Wellbeing	

### Te Tirohanga Whakamua; Our Vision:

To be the skills engine driving the economic and social development of the Central North Island.

### Nga Whāinga; Our Goals:

- Partnerships that make a difference
- An Institution for the 21<sup>st</sup> Century
- All our people are equipped for the new world
- Global outreach and globalization

### Nga Whanonga Pono; Our Values:

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

### Purpose of the Position:

To provide high quality counselling and support services to UCOL students by way of triage to internal and external sources as appropriate.

### Financial Delegation:

Nil

### Responsible for:

Nil

### Internal Relationships:

Staff from Faculties  
Student Success Team  
Raukura Team  
Information Centre Staff

### External Relationships:

All community based statutory and non-statutory agencies that provide support for and are student focused including but not limited to:

Abuse Rape Crisis Service  
 Manline  
 Methodist Social Services  
 Across Social Services  
 WINZ/Studylink  
 Housing NZ  
 PHO  
 Parentline/Budgeting Services/Youthline

## Key Result Areas:

### Key Performance Indicator (KPI) 1.

Provide high quality support and counselling services and outcomes that meet the needs of students at UCOL:

What will I be doing?	How will I know I am doing it well?
Provide professional face to face counselling and support to UCOL students across all campuses (as required).	Student and Staff evaluation/feedback. Monthly professional supervision. Weekly reporting to Snr Advisor/Wellbeing. Review student retention and successful completion via the student data base.
Provide professional telephone and skype counselling and support to UCOL students across all campuses (as required).	Student and staff evaluation/feedback. Monthly professional supervision. Weekly reporting to Snr Advisor/Wellbeing. Review student retention and successful completion via student data base.
Provide professional support and counselling in a group or classroom context via workshops Work collaboratively across hubs to create/support/participate in Well Being events	Student and staff evaluation/feedback Relationships with other Staff Students attending events

### Key Performance Indicator (KPI) 2.

Conduct sound assessments and referral pathways:

What will I be doing?	How will I know I am doing it well?
Identify, assess and refer students within UCOL as well as the Student Association to such things as 'Wellness Programmes'; 'Work Ready' Passport Initiatives.	Noted by the numbers of referrals made. Receive positive evaluation/feedback from students. Receive positive evaluation/feedback from UCOL staff. Successful completion of course work by student. Successful completion of 'Work Ready' Passports by students.
To report all potential and disclosed incidents of self-harm, harm to others or concerning issues to the Senior Advisor/Wellbeing.	Feedback/Evaluation from the Senior Advisor/Wellbeing Student re-engagement with course requirements.
To see individual students for no more than 3 sessions unless negotiated with the Senior Advisor/Wellbeing.	Students are back on track with their studies.

### Key Performance Indicator (KPI) 3.

Evidence of Technical and Professional Knowledge and Skills:

What will I be doing?	How will I know I am doing it well?
Have sound computing and organizational skills.	Prepare and maintain records in the student database.
	Prepare and maintain confidential records with due accuracy and diligence.
	Provide Senior Advisor – Wellbeing with information for statistical purposes and forward planning when required.

### Key Performance Indicator (KPI) 4 - Health and Safety:

Undertake the personal health and safety duties, 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 ākonga and staff, 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

## Technical Specialists Competencies

- **Strategic Agility** - takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans (long and short term), and is comfortable with managed risks.
- **Implementation** - is reliable, detail-focused, proactive and meticulous. Follows through on plans to ensure they are carried out accordingly. Implement appropriate controls to ensure compliance with established processes.
- **Customer focus** – exceeds customer expectations and fulfils obligations to others. Adheres to agreed customer service practices and standards.

- **Autonomy/ Mental power** - is fully accountable for meeting allocated objectives. Establishes milestones and has a significant role in the planning and allocation of responsibilities. Is fully accountable for meeting allocated technical and/or project/ supervisory objectives.
- **Flexibility** – has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts. Is prepared to adapt practices and skills to meet the changing needs of the organisation.
- **Influence** - influences organisation, customers, suppliers, partners and peers through specialist skills and experience. Understands the relationship between own role and wider customer/organisational requirements. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget.
- **Complexity** - performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
- **Business skills** - advises on the available standards, methods, tools and applications relevant to own specialist area and can make appropriate choices from alternatives. Analyses requirements, advises on scope and options for continuous operational improvement. Assesses and evaluates risk. Communicates effectively, both formally and informally. Facilitates collaboration between stakeholders who have diverse objectives. Takes initiative to keep skills up to date. Demonstrates creativity and innovation in applying solutions for the benefit of the customer/stakeholder. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Takes account of relevant legislation. Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes. Takes customer requirements into account when making proposals. Maintains an awareness of developments in the industry.

### Qualifications and/or Skills:

- A tertiary qualification in counselling (or equivalent related field) endorsed for membership with NZAC.
- A member or provisional member of NZAC.
- 3-5 years experience.
- Previous experience of working in social services.
- Have sound networks in the community.

### Personal Characteristics/Attributes:

- Outstanding reflective listening skills.
- Effective communication skills, both written and verbal.
- Effective time management skills and ability to meet deadlines.
- Pro-active and positive attitude.
- Proven ability to problem solve and seek alternative solutions.
- Proven attention to detail, and resolve to get it right the first time.
- Proven ability to take initiative.
- Outstanding listening skills and reflecting skills.
- Attention to detail.
- Ability to work in a team environment.
- Ability to work under pressure.
- Ability to relate to a diverse range of people.
- To actively engage in the principal of anti-oppressive and non-discriminatory practices.
- The ability to manage conflict.

## Other Requirements:

- Pre-employment Criminal Convictions Check.
- Clean from the influences of drugs and alcohol in the workplace at all times.
- Member or provisional member of professional body NZSAC.

*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 students.*