



KNOX COLLEGE AND SALMOND COLLEGE INCORPORATED



POSITION DESCRIPTION

JOB TITLE Kaiāwhina Whare

PLACE OF WORK Salmond College

ORGANISATION

Knox College and Salmond College Incorporated operates as one organisation with two Colleges on one large site, each with its own different ethos. The organisational goal is to provide services to the student community consistently across the whole site to maximise levels of service and economic efficiency. This means that staff members of both Colleges are encouraged to work closely together to coordinate many aspects of their work and provide support in times of crisis or staff absence.

1. PRIME FUNCTION:

To support the Head of College in providing assistance with student welfare and pastoral care including the safety and well-being of the residents, supporting residents to achieve success in their academic efforts and personal growth, contributing to the development of a strong and cooperative community environment and supporting the operation of the College.

Salmond College adheres to The Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021 (Code) as prescribed by the Education Act 1989, including the following aspects of pastoral care:

- Ensure knowledge of relevant pastoral care responsibilities under The Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021 (Code) as prescribed by the Education Act 1989.
- Promote a positive and supportive learning and accommodation environment, contribute to the broader teams' responsibilities for supporting the wellbeing and safety, personnel development, and educational achievement of residents.
- Complete pastoral care training, first aid and fire warden training as necessary and required to develop competency in relation to student wellbeing and safety.
- The training available to develop these competencies includes:
 - Understanding welfare issues of diverse groups and appropriate cultural competencies.
 - Identifying and timely reporting of incidents of racism, discrimination, and bullying.
 - Physical and sexual violence prevention and response, including how to support a culture of disclosure and reporting.
 - Privacy and safe handling of personal information.
 - Referral pathways (including to local service providers) and escalation procedures.
 - Identifying and timely reporting of incidents and concerning behaviours.
 - Wellbeing and safety awareness and promotion topics.

- When required, assist with coordination and provision of appropriate pastoral care and information regarding available resources and support and escalate as appropriate.
- When directed and with guidance from college pastoral care staff, carry out pastoral care duties such as welfare monitoring and checks, coordinate access to health or other services including deliveries of meals to residents quarantining for various reasons.

2. MAIN OBJECTIVES

- Work to promote and achieve the prime function.
- Assistance with student welfare matters including providing for the emotional and physical well-being of residents, their health and safety.
- Actively support the academic mentoring processes of the College.
- Complete administration and other duties as specified.
- Promote and uphold University of Otago, Otago Polytechnic and College policies within the College community.
- Ensure that College Handbook regulations and guidelines are correctly followed.
- Act in such a manner and perform duties to foster a sense of a collegiate community.
- Actively support the Student Executive body.
- Attend College functions as directed by College management.
- Participate and contribute as a staff team member.
- Even when off-duty, act as a role model, mentor and leader within the College community.

3. KEY TASKS

3.1 Administration

- Assist with the arrival and departure of residents as required.
- Assist visitors and answer enquiries.
- Take an equal share in Kaiāwhina Whare rostered duties as outlined (see section 3.5).
- Be on duty for at least one of the holidays during the academic year to assist with the supervision of students and other events.
- Assist in promoting Salmond College during Tertiary Open Day and at other various times.

3.2 Resident Welfare

- Help to instil a sense of community within the College, by developing a good spirit within your designated neighbourhood, actively supporting College events, being present at mealtimes, and encouraging residents to respect one another and to get involved in the life of the College.
- Assist with the integration of all residents into College life.
- Liaise between residents and the Head or Deputy Heads of the College.
- Be familiar with services available to residents through Student Health and other agencies.
- Provide basic advice, pastoral support and first aid for residents as needed; seek assistance and make referrals when necessary.
- Provide primary intervention with residents who are ill and inform the Head and/or Deputy Heads of such cases.
- Encourage responsible behaviour amongst College residents, and ensure the rules and regulations of the College are upheld.
- Endeavour to prevent residents putting themselves, or others, at risk through infringement of College rules and regulations, or from dangerous or foolish behaviour.

3.3 Property Maintenance and Security

- a) Check floors and common rooms regularly to ensure reasonable standards of tidiness, cleanliness and maintenance.
- b) Report promptly any loss or damage.
- c) Respond appropriately to all alarms, complete all procedures as instructed and see that residents' responses are in accordance with official instructions.
- d) Assist in maintaining a record of accidents/incidents within the College and the prompt completion of accident/incident forms where necessary and detail any sensitive incidents for the Head's attention using the prescribed forms.
- e) Deal with unforeseen hazards that threaten physical safety or well-being.
- f) After-hours lockup as required.

3.4 Academic

- a) Ensure that conditions for study are maintained through effective supervision of residents.
- b) Be familiar with courses undertaken by residents in their areas.
- c) Support those studying in their own fields.
- d) Be aware of major test and assignment demands of residents in your designated neighbourhood or floor.
- e) Refer residents to appropriate help, where required.

3.5 Rostered Duties

Generally, a Kaiāwhina Whare will have two duties each week.

- a) Attend dinner in the evening and other meals as required to provide a visible pastoral presence.
- b) Open the office at designated times to complete admin duties, give out parcels and answer enquiries.
- c) Handover to night staff/security personnel

3.6 Discipline

- a) Monitor the observance of College rules and regulations (especially in regards to alcohol, noise and visitors) to ensure responsible standards of behaviour.
- b) Report breaches of College rules to the Head and/or the Deputy Heads of the College.

3.7 Reporting Procedures

- a) Compulsory attendance at regular meetings with the Head and/or Deputy Heads of the College.
- b) Submission of Duty Staff, Neighbourhood, and other reports in a prompt and timely manner.
- c) Attend follow-up meetings as required.

3.8 General

- a) Attend the compulsory training programme at the College in the fortnight prior to the start of the academic year, to assist Kaiāwhina Whare to fulfil the role's responsibilities, and attend other training and review sessions as reasonably requested by the Head of the College.
- b) Work as a high-performing team member at all times.
- c) Carry out any other duties that may from time to time be reasonably requested to perform.

4. RELATIONSHIPS

Directly responsible to: Head of College with day-to-day line responsibility through the Deputy Head of College

Functional relationships with: Student residents
Knox Kaiāwhina Whare and Salmond Kaiāwhina Whare
Other College staff

Student Executive body
External and internal contracted staff
Guests, Alumni and visitors to the College

EXPECTED OUTCOMES:

- Build good relationships with residents.
- Promote positive personal and academic role modelling.
- Promote a positive College environment.
- Ensure standards of care are maintained.
- Ensure timely attention is given to security matters.
- Carry out all duties in a timely manner.
- Perform administration duties efficiently and effectively.
- Promote and follow University of Otago, Otago Polytechnic and College policies and procedures.
- Carry out appropriate responses to emergency situations.
- Work as a participative member of staff and contribute as a team member to the College environment and welfare of its residents.

SKILLS AND EXPERIENCE:

- Prior study and living experience in a tertiary setting is desired.
- Knowledge of basic first aid techniques (holding a current recognised first aid certificate is preferable; otherwise, a willingness to undergo a first aid course).
- Strong organisational, workload and time management skills.
- Effective verbal and written communication skills.
- Experience in successfully organising people and events.
- Good computer skills.

PERSON SPECIFICATION:

- A student at the University of Otago/Otago Polytechnic.
- Eligible to work in New Zealand.
- Strong empathy and understanding of tertiary students.
- Desirable characteristics include:
 - high standards of honesty, reliability, common sense, and patience;
 - Adaptability, problem-solving ability, initiative, the ability to remain calm under pressure, conflict resolution;
 - a good sense of humour, caring, reflective, good personal judgment and well-developed life skills.
- The ability to work collaboratively as part of a team.
- Ability to relate well to others with effective interpersonal and communication skills and confidence in dealing with individuals and groups from varied backgrounds.
- An ability to balance the demands of tertiary study with the work and social demands of the Kaiāwhina Whare role.