Student Welfare Officer
UC International College
Part time (0.5 FTE), Permanent, Christchurch

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, English language training and settlement services, creative media education, workforce education and student recruitment.

Navitas, or PIBT as it was then, was founded in 1994 with the goal of helping more international students succeed at university in Australia via improved student support and an extended academic year. Since this time Navitas has significantly expanded the services it offers its students and clients and is now creating opportunities through lifelong learning for over 83,000 people in 31 countries per year.

About the role
The Student Welfare Officer is responsible for creating a caring College environment which recognises the diversity of students. This incorporates responsibilities associated with development of intervention programmes and services which promote the well-being of students, counselling on pastoral care matters, liaison with support service providers, and collaboration with internal and external stakeholders on student support needs, referral and advocacy.

Essential Skills and Experience
- A relevant bachelor's degree and/or formal counselling qualification, combined with substantial relevant work experience.
- Knowledge of the Education (Pastoral Care of International Students) Code of Practice 2016.
- Demonstrated experience in the development and delivery of student support programmes for students, preferably in a tertiary environment.
- Demonstrated high level interpersonal and oral communication skills, with a proven ability to work collaboratively with, counsel and liaise with a wide range people from culturally diverse backgrounds.
- Proven ability to work in a team.
- Demonstrated proficiency in the use of the Microsoft Office suite of products, internet and intranet technologies, and email.
- Demonstrated ability to work with minimal supervision and effectively monitor and coordinate a workload which may consist of multiple tasks of varying priorities.
- Demonstrated ability to negotiate and resolve sensitive issues in a confidential manner and keep appropriate documentation and audit trails.
- Knowledge of, or the ability to quickly acquire knowledge of, relevant legislation and policies and procedures relating to international students.
- Sound knowledge of the principles of workplace health and safety with a demonstrated ability to incorporate these principles in day to day tasks.

Desirable Skills and Experience
- Experience in working within a higher education environment.
- Second language skill.
What we offer
An attractive remuneration package will be negotiated with the successful candidate. The Navitas Group offers outstanding long-term career opportunities within New Zealand and abroad, and is values driven and an equal opportunity employer. Navitas strives to be a workplace that promotes diversity, flexibility and equal employment.

Enquiries and applications, including a cover letter and resume, should be sent to Alison Stevenson, Academic Manager at Alison.Stevenson@ucic.ac.nz. Applications close on COB 13th July 2018.

Successful applicants require working rights in New Zealand and will be subject to relevant pre-employment checks, which will include a Ministry of Justice Criminal Record check.
Position Description

Title: Student Welfare Officer

Division: University Partnerships Australasia
Reports to: Academic Manager

1. Overview and Objectives of the Position:

The Student Welfare Officer is responsible for creating a caring College/Campus environment which recognises the diversity of students. This incorporates responsibilities associated with development of intervention programmes and services which promote the well-being of students, counselling on pastoral care matters, liaison with support service providers, and collaboration with internal and external stakeholders on student support needs, referral and advocacy.

2. Key Result Areas:

- Provide welfare counselling to students on pastoral care issues including: living skills, cultural adjustment, health issues, dealing with study and social stress and anxiety, accommodation, employment, personal crisis as well as advice on College/Campus and University policy and procedures, and refer students as required.
- Development, implement and monitor programs, resources and services that promote the wellbeing of students and student engagement.
- Support the Critical Incident Group in managing incidents involving students.
- Case manage students requiring support and refer to external agencies as required.
- Assist with the monitoring of student attendance and develop strategies to minimise student absenteeism.
- Collaborate with partner university, professional organisations and government agencies on issues relating to support, referral, advocacy and accommodation.
- Monitor the pastoral care, welfare and safety arrangements of Under 18 students in accordance with relevant legislation: including parent / guardianship liaison, emergency contact for students (24/7), liaison with services regarding accommodation and transition arrangements.
- Act as a contact officer for student emergencies.
3. Qualifications and Selection Criteria

Essential:

- A relevant bachelor’s degree and/or formal counselling qualification, combined with substantial relevant work experience.
- Knowledge of the Education (Pastoral Care of International Students) Code of Practice 2016.
- Demonstrated experience in the development and delivery of student support programmes for students, preferably in a tertiary environment.
- Demonstrated high level interpersonal and oral communication skills, with a proven ability to work collaboratively with, counsel and liaise with a wide range people from culturally diverse backgrounds.
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Desirable:

- Experience in working within a higher education environment.
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