

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Pasifika Student Advisor **Area** *Te Tari*: Learner Services

Reports to (title) *Ka whakaratia e*: Team Leader **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 and Te Pūkenga's strategic goals and objectives.

Success in this role will result in ensuring delivery of comprehensive and holistic support that is culturally appropriate to all Pasifika Learners from pre- enrolment to graduation.

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

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Retention & Success	<ul style="list-style-type: none"> • Prospective and current students are supported/to determine what support they require with appropriate support plans implemented and monitored as appropriate • LSP plans for new learners are developed prior to semester beginning, implemented and monitored throughout the duration of their studies. • Plan and implement orientation activities to welcome new learners. • Pasifika learners are welcomed and informed of the functions of this role and location.at the beginning of each semester. • Schools are informed of Pasifika Students in their respective programmes via programme managers or course coordinators. • Quarterly feedback is sought from schools about learners progress to identify 'at risk learners', areas of improvement of how to best meet learners requirements and expectations. • Increase students' awareness of and use of the support services • At risk learners are met with individually to discuss positive resolution, implement plans/agreements and possible referrals to other Student Support Services. • Ongoing monitoring of students at risk to ensure satisfactory engagement with learning • Report information on SMS for feedback and communication with schools regarding student circumstances. • Follow up on fortnightly lead data report with learners and appropriate staff. • Learner Engagement Report is used to target support to learners at appropriate time frames • Be proactive in identifying and supporting the needs of students. • Opportunities to enhance learner success are identified, developed and initiated.

	<ul style="list-style-type: none"> • Weekly homework support evenings are held to provide an opportunity for group and project discussions and liaise with Learning Advisor to be present when the need arises. • Tutorials, academic peer tutoring programme and peer mentoring programme is co-ordinated and organised for learners. • Develop and implement Pasifika Pre- Grad Ceremony •
Pastoral Care	<ul style="list-style-type: none"> • Contribute to a holistic learner experience with focus on engagement with students; one on one and in groups to foster retention and with specific focus on at-risk learners. • Liaison with Student Support Services, Schools/Colleges to develop and implement strategies to ensure maximum retention of learners including Learner Services, Te Punaka Owheo and OPSA. • Implement new initiatives and monitor the success of such to improve student engagement, retention and success. • Facilitate access to one on one support including pastoral care and academic support as needed • Assist learners with any issues that might hinder their learning journey including attendance, wellness, workload management, study skills, and personal issues. • Support learners with issues outside of Otago Polytechnic that may impact on their studies within the context of learning: for example, health or family commitments etc. • Work closely with other support services within OP that will enhance Pasifika students' engagement for example: Chaplain, Learning Advisors, Careers, Well-being & Disability and Counsellors. • Make regular contact with learners who have asked for assistance in order to assess the impact of support. • Keep learners informed of important information and events through email, posting Information on the web, text messaging, meeting with groups of students (culture and focus groups) and other means of communication
Pasifika Room	<ul style="list-style-type: none"> • Upkeep of Pasifika room with regards to replenishing supplies and administrative/financial logistics are maintained. • Opportunities for welcomes/celebrations and hospitality in the Pasifika room is supported. • Liaise with the Pasifika Student Rep to coordinate student focused social events for example: shared lunches, sports • Liaise with appropriate OP services to ensure the facilities in the room are functioning properly • Maintain a presence in the room during weekly homework evenings • Strategies to increase use of Pasifika room is constantly identified to increase and maintain use of room • Maintain daily presence in room
General Support	<ul style="list-style-type: none"> • Availability is maintained for all students - ensuring an effective first point of contact support for all support areas is provided

Team Provision	<ul style="list-style-type: none"> Orientation / Induction activities/programmes and other identified workshops for learners and staff provided alongside other Student Success staff .
Administration	<ul style="list-style-type: none"> Learner records are maintained on SMS Learner information maintained in accordance with the Privacy Act Monthly reports developed Contribution to Annual Service Reviews Team Performance Plans and Individual Plans are established and tracked regularly
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	<ul style="list-style-type: none"> 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 Te Pūkenga's Values on a daily basis	<ul style="list-style-type: none"> Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes Values of Manawa Ora Manawa Roa Manawa Nui are demonstrated at all time Manawa nui – We reach out and welcome in Manawa roa – We learn and achieve together Manawa ora – We strengthen and grow the whole person
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>
Student Success Team Leader	Formal Leader. Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.

Learner Success Colleagues, and support services	Collegial support and advice, work distribution, peer discussions in a self-managing team environment. Work in partnership as required.
Formal Leaders, Heads of Colleges, Head of Programmes and other kaimahi	Seek feedback and input and provide information.
Employees	Provide support, advice and communication on a range of Pasifika related activities.
Pacific Communities and Networks, Internal Pasifika Advisory Group, Wider Te Pūkenga network	Provide and seek support, advice and communication on a range of Pasifika related activities.

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of workload 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:
- Number of employees reporting directly:
- Budget:

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

Essential:

- Fluent in a Pasifika language and a sound understanding of Pasifika cultures
- An understanding of relevant key issues to Pacific Island students
- Understanding of and empathy for the diversity of Pasifika students
- Significant experience working with individuals with a range of presenting issues and from a range of age and cultural groups.
- Excellent interpersonal and communication skills.
- Committed to maintaining confidentiality and acting at all times in an ethical manner.
- Able to recognise limitations of own knowledge and be able to act on this.
- Able to work cooperatively as part of a multi-disciplinary team.
- Commitment to ongoing professional development.
- Some exposure to people of different cultures, and religions
- Ability to develop wider community networks
- Have an understanding of New Zealand tertiary education system
- A strong command of computer literacy, systems and procedures

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

Essential:

- A relevant professional tertiary qualification at Bachelors level or above e.g social services, social work, education etc
- Previous experience in a pastoral role
- Experience working with Pasifika

- Experience working with Pasifika communities and networks

Desirable:

- Previous working experience with Pasifika Learners in a learning context
- Previous experience working in social services, disability, health or education context

Personal Attributes *Kā Āhutatanga 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
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Flexible, responsive and customer orientated manner

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.