

Position Title *Te tūraka mahi* : Kōwhai Centre Manager

Area *Te Tari*: College of Community
Development and Personal Wellbeing

Reports to (title) *Ka whakaratatia e*: BSS Head of
Programme

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's strategic goals and objectives.

The Kōwhai Centre helps to prepare our students to meet the counselling professional competence standards through providing the opportunity to obtain practice work with clients. The Kōwhai Centre is located in Dunedin and is open three days including at least one evening. The Kōwhai Centre Manager will need to be available during opening hours.

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

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved.

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Supervision; administrative and client work	<ul style="list-style-type: none"> Administration and client work of students in the Kōwhai Centre is supervised. Observation of new client sessions, and de-briefing with students completed and recorded. Students receive support with in-session when needed. Behaviour of students adheres to the NZAC Code of Ethics. Providing supervision to trainee counsellor students beginning their practice in the Kōwhai Centre. The supervisor must be able to provide supervision in the Person Centred model
Operational management	<ul style="list-style-type: none"> Client referrals and allocation of clients to students is transparent, equitable and assists student learning. Students are provided with the opportunity to obtain and complete 100 hours of practice work at the Kōwhai Centre. Client and referrers' enquiries are responded to professionally and within agreed timeframes. Cover for the clinic hours is organised as required. Kōwhai Centre operations are completed within agreed timeframes and to NZAC standards.

	<ul style="list-style-type: none"> • Policies and procedures are kept up to date • Regular maintenance of all Kōwhai Centre equipment is up to date
Training students for Kōwhai Centre responsibilities	<ul style="list-style-type: none"> • Year 2 students are trained in the administrative duties and policy matters involved in the running of the Kōwhai Centre prior to placement at the Kōwhai Centre.
Kōwhai Centre Marketing	<ul style="list-style-type: none"> • Advertising material is up to date. • All promotional material is kept up to date and changes made with assistance from the CDP Marketing Coordinator. • All promotional and marketing material meets OP requirements and the Kōwhai Centres needs. • Liaison with community organisations and appropriate services to build professional relationships and promote appropriate referrals to Kōwhai Centre is professional and meets agreed outcomes.

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 *Kā honoka mahi matua*

Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Bachelor of Social Services Counselling Team	To work collaboratively to ensure students are provided with consistent learning opportunities.
BSS Head of Programme	Formal Leader. Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Head of College and other colleagues	Provide strategic and operational assistance (both ways). Seek feedback and input, provide information and advice

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio 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:** NIL
- **Budget:** NIL
- **Number of employees reporting directly:** NIL

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

Essential:

- Extensive experience of working in the field of counselling
- Full member of NZAC or approved equivalent professional body
- Knowledge / experience in working with a Person Centred Counselling model
- Excellent written and oral communication skills
- Have a wide range of understandings and experiences of counselling work in a variety of fields
- Supervision experience

Desirable:

- Experience working in administrative and operational roles
- Experience with empathy for tertiary students would be an advantage
- Be aware of support agencies within Dunedin to direct client referrals when required
- Experience facilitating training within a group or individually

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

Essential:

- Degree level qualification in the field of Counselling
- A current full drivers' licence.

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be student and client-focused
- Demonstrate initiative
- Have the ability to work both independently and as a collaborative member of a self-managing team
- Excellent organisational skills
- Have the ability to manage a multi-faceted role
- Enthusiasm
- Be able to establish clear boundaries for students and clients
- Be committed to upholding Te Tiriti o Waitangi
- Be committed to upholding the NZAC Code of Ethics
- Able to work in a self-leading team environment