

Position Description



Position title	Resident Adviser Kaitohutohu Wharenoho
Department/School	Accommodation Ngā Wharenoho
Faculty/Division	Campus Life
Reports to (Title)	Resident Manager Poutaki Wharenoho or Resident Coordinator Kairuruku Wharenoho
Direct reports	Nil
Children’s Worker (Vulnerable Children Act 2014)	Core

The University of Auckland as an employer

An inspiring place where, every day, exceptional people directly contribute to shaping lives and society.

DIFFERENTIATORS

What we have:

Reputation, prestige and global reach. Stimulating environment. Size and complexity of opportunities and challenge. Cutting edge resources. Financial strength and stability.

What we offer:

Scale and breadth; of roles, challenges and personal and professional opportunities to thrive. Flexibility (i.e. hours, parental support). Diversity of cultures. Lattice development and self directed continual learning.

How we do it:

Empower, support and reward individual excellence and performance within a framework of collaboration and a shared common purpose.

Who we are:

Intelligent, interesting and passionate people, who care deeply about contributing ideas and critical thinking. Inclusive and equitable employer.

Why we do it:

Supporting students to grow into confident citizens. Pride in contributing (individually and collectively) to world-class teaching and research, social contribution and advancement of knowledge. Developing leaders for tomorrow.

PILLARS

Personal growth and collaboration.

Enabled to be myself, achieve personal growth and fulfillment, and **connect** with high calibre, intelligent people who are leading in their field.

An **inspiring environment** that challenges you to excel at the highest level and **values innovation and achievement**.

An organisation where we inspire each other to **contribute** to advancing **learning, research and social outcomes**.

VALUES

Excellence

Respect

Service

ABOUT CAMPUS LIFE

Campus Life’s mission is to create a supportive, vibrant and engaging campus experience. To achieve this, Campus Life has a number of strategic objectives to provide high quality well-being and engagement services.

ABOUT ACCOMMODATION | NGĀ WHARENOHO

Accommodation | Ngā Wharenoho exist to help residents to achieve the best they can from their University studies. They provide a safe, secure and supportive place for students to live and learn while attending the University. The primary role is to provide an environment that supports the emotional, physical, and academic well-being of all students in our residences, and to help new students make a successful transition to the University. Accommodation is therefore managed by a professional staff whose key purpose is to ensure the pastoral care of residents and to support their academic efforts.

MAIN PURPOSE OF THE POSITION

The Resident Adviser | Kaitohutohu Wharenoho (RA) position is a fixed-term, part-time, and live-in role for student staff members, who support students to achieve the best they can while living on Campus. To achieve this, RAs will provide proactive pastoral care, respond to conduct matters, role-model good academic behaviour and refer students to various support and engagement services. RAs will work in close partnership with Residents and Accommodation teams to monitor Resident individual progress and the development of a strong and caring community, supportive of people from diverse backgrounds with differing aspirations and interests.

This role is an important part of the structure to ensure University compliance with the provision of pastoral care. It is expected that a permanent code will replace the two current codes: Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019 and the Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019).

WHAT YOU ARE EXPECTED TO DELIVER

STUDENT WELFARE AND ADVISORY SERVICES	<ul style="list-style-type: none"> • Engage proactively with residents to develop and to maintain a supportive, caring environment. • Exhibit knowledge of campus services/resources and ability to make appropriate referrals. • Be fluent with and embody the Residential Rules and University Code of Conduct • Advise Accommodation management of individual resident or communal concerns. • Adhere to emergency protocol when responding to crisis management situations; apply first aid treatment, as needed. • Support the implementation and promotion of the Accommodation Hauora framework, the Waka of Wellbeing. • Develop regular educational noticeboards proactively addressing resident needs • Be on first level call in the evenings to attend to resident needs as they arise • Liaise with University Security or relevant services to ensure Accommodation is safe and secure
ACADEMIC SUPPORT	<ul style="list-style-type: none"> • Establish and maintain an environment that is supportive of successful academic achievement. • Exhibit academic role modelling behaviour. • Support activities and strategies that contribute to students' academic success. • Help students utilise academic services and resources. • Assist residents in connecting with other students around common courses and academic interests. • Assist in promoting PASS Mentoring & other study support programmes in Accommodation
COMMUNITY DEVELOPMENT	<ul style="list-style-type: none"> • Help to create an environment that is inclusive of diverse cultures, backgrounds and experiences. • Maintain a high profile through regular intentional interactions with residents individually and as a community; be approachable and responsive • Assist residents in establishing and upholding community standards. • Role model appropriate communal living behaviour. • Respond to and report inappropriate behaviour. • Assist with conflict resolution between residents. • Collaborate with Accommodation Staff to facilitate access to student engagement opportunities. • Attend and support activities and events. • Develop passive programmes for residents and communication campaigns • Support students to access to leadership, volunteering and philanthropic activities

ADMINISTRATIVE DUTIES	<ul style="list-style-type: none"> • Perform duty rounds and undertake appropriate egress reporting • Support and adhere to Accommodation and University of Auckland policies, regulations, and procedures. • Assist in the delivery of promotional events (e.g. tours of the facilities). • Complete required documentation for resident engagement initiatives. • Complete room inspections and other administrative duties in a thorough and timely manner. • Record incidents or requirements for action by the Resident Manager or other senior staff in the on-site incident register. • Advise Accommodation management of any incidents of damage to University property by an individual or group of students. • Assist in front of house duties when required. • Assist with Check-in and Check-out when required. • Carry out other tasks as directed by the Head of Operations and their delegated authorities
HEALTH AND SAFETY	<ul style="list-style-type: none"> • Assist the Accommodation Management Team in ensuring the overall efficient and safe operation of the properties with appropriate concern for resident welfare. • Promote, implement and abide by the responsibilities as outlined in the health and safety policies and procedures. • Undertake training in fire and emergency evacuation procedures, participate in drills. • Attend to any serious emergency and manage emergency evacuation procedures as required. • Record any incidents, or requirements for action in the duty log/StarRez. • Ensure serious harm incidents related to work area responsibilities are reported.
EQUITY DEVELOPMENT	<ul style="list-style-type: none"> • Have an understanding and awareness of the University's obligations under the Te Tiriti O Waitangi and the Equity Policy.

KNOWLEDGE, SKILLS, EXPERIENCE AND CAPABILITIES	
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Currently enrolled as an UoA student or intending to) during employment period. • Able to demonstrate & maintain academic achievement.
Experience	<p>Preferred:</p> <ul style="list-style-type: none"> • Experience working or volunteering in a leadership or mentoring role.
Skills and Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Current First Aid certificate or ability to attend training prior to the beginning of contract start date.
Attributes	<p>Essential:</p> <ul style="list-style-type: none"> • Ability to work collaboratively and operate effectively within a team context. • Strong written and verbal communication skills. • Highly developed interpersonal skills with a demonstrated ability to relate to students and staff. • Demonstrated commitment to equity and the Treaty of Waitangi. • Ability to model appropriate behaviour for residents. • Strong organisation and self-management skills. • Mature, confident, approachable and outgoing personality. • Commitment to improving results through identifying and developing opportunities for improving systems and processes. • Strong customer service and problem-solving skills. • Ability to demonstrate adaptability, enthusiasm, flexibility, professionalism and creativity.
Leadership Capabilities	Essential <i>Refer to the Leadership Framework</i>

The five leadership dimensions and associated capabilities (5D Leadership) reflect and encourage a culture of distributed leadership for all staff. The Leadership Framework is an important part of how we attract, select, develop and enable staff achievement.

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo police vetting screening. A satisfactory report from the relevant agency will be a condition of employment.

KEY RELATIONSHIPS

Internal:

- Student Residents
- Head of Operations & Associate Directors
- Other Accommodation staff
- Sport & Recreation
- Commercial Services
- Other Campus Life staff
- Other University student support services
- University Security

External:

- Student residents' Whānau
- External support services
- Community organisations
- Service contractors (if required)
- Emergency Services
- UniLodge

DELEGATED AUTHORITY

Human Resources

No formal responsibility for staff.

HEALTH AND SAFETY

All staff have a responsibility for their own health and safety, and that of others who may be affected by their work and their acts or omissions.

Staff will:

- Ask for assistance if they are unsure what to do
- Make themselves aware of and follow the contents of the University's Health and Safety Policy, standards and guidelines
- Undertake all health and safety training and induction, as required
- Report any unsafe or unhealthy working conditions or any faults in equipment to the Academic Heads or Directors of Service (or their delegated nominee)
- Ensure that all appropriate personal protective equipment is worn or used as required
- Familiarise themselves with and adhere to local emergency procedures and how to provide appropriate assistance to others

FINANCIAL RESPONSIBILITY

Budget Expenditure

- No authority to commit to expenditure.

Purchase Orders

- No authority to approve or issue purchase orders.

Purchase Card (P-Card)

- No authority to use a Purchase Card (P-Card)

Correspondence

- No authority to sign external correspondence

TABLE ONE: 5D LEADERSHIP CAPABILITIES
These capabilities are for Professional Staff

Dimension	Capabilities
 <p>Exhibiting Personal Leadership Rangatiratanga</p> <p>Role modelling leadership behaviours to engage others and support the University's values and aspirations.</p>	<p>Personal Attributes: Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others' emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships.</p> <p>Interpersonal Effectiveness: Communicates with clarity, using constructive interpersonal behaviours and interactions to influence others, resolves conflict and inspires cooperation and achievement.</p>
 <p>Setting Direction Mana Tohu</p> <p>Establishing and committing to plans and activities that will deliver the University's strategy.</p>	<p>University Awareness: Displays an understanding of the international and commercial context in which the University operates and how the University works to successfully achieve results.</p> <p>Planning & Organising: Establishes courses of action for self/and others to ensure that work is completed efficiently, while building/contributing to a successful work/project/research team.</p> <p>Stakeholder Service: Ensures that the service provided to stakeholders is a driving force behind decisions and activities; crafts and/or implements service practices that meet the needs of stakeholders (including students and staff) and the University, including a safe and healthy environment.</p>
 <p>Innovating and Engaging Whakamatāra</p> <p>Identifying, creating and responding to relationships and opportunities to improve and progress the University.</p>	<p>Relationship Building: Establishes and maintains effective working relationships with stakeholders inside and outside the University, using an appropriate interpersonal style to advance the University's objectives.</p> <p>Facilitating Change & Innovation: Facilitates and supports University changes needed to adapt to changing external/market demands, technology, and internal initiatives; initiates new approaches to improve results by transforming University/community culture, systems, or programmes/services.</p>
 <p>Enabling People Hāpai</p> <p>Developing self, others and teams so they can realise the University's strategy and values.</p>	<p>Scholarship / Professional Development: Engages in discovering, integrating, applying and disseminating the knowledge and professional skills necessary to be successful in current and future roles; promotes collegiality and actively pursues development experiences to improve personal impact and that of the University.</p> <p>Valuing Equity: Works effectively to support the University's commitment to Māori, Te Tiriti o Waitangi and equity, and values the capabilities and insights of individuals (both inside & outside the organisation) with diverse backgrounds, styles, abilities, and motivation.</p> <p>Coaching and Developing Others: Provides feedback, instruction, and development guidance to help others (individuals and teams) excel in their current or future responsibilities; plans and supports the development of individual/team skills and abilities.</p> <p style="text-align: center;">OR</p> <p>Leading Teams: Uses appropriate methods and interpersonal styles to develop, coach, motivate, and guide the work/project/research team to attain successful outcomes and objectives.</p>
 <p>Achieving Results Whai hua</p> <p>Accepting accountability for making decisions and taking action to deliver the University's strategy and deliver excellent results.</p>	<p>Decision Making: Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions and uses effective approaches for choosing a course of action or developing appropriate solutions; takes action that is consistent with available facts, constraints, and probable consequences.</p> <p>Delivering Results: Sets high objectives for personal/group accomplishment; uses measurement methods to monitor progress toward goals; tenaciously works to meet or exceed goals managing resources responsibly; seeks continuous improvements.</p>