

STUDENT ADVOCATE



General:

UCSA is the University of Canterbury Students' Association Incorporated. Established in 1894, the UCSA is a not for profit organisation with charity status. Twelve elected student representatives govern the UCSA with the support and guidance of external advisors via an Advisory Board. At times, the UCSA employs up to 150 full time, part time and casual staff who report through to the Chief Executive. We offer the diversity to reflect the many services that students have initiated to ensure that the university experience for students at Canterbury is all that it can be.

OUR VISION

We are here for students.

OUR MISSION

Helping students succeed and belong.

Main Purpose:

Reporting to the Advocacy & Welfare Manager, the role of the Student Advocate is to provide guidance and support in non-academic, academic related and hardship related issues by empowering and representing the best interests of students, ensuring that advocacy actively represents and meets the needs of individual students and adheres to UC policy and regulations and promoting advocacy and welfare and associated services across campus and to be a valued and trusted resource for both students and UC staff.

Duties, Responsibilities and Expected Outcomes:

	Duties and responsibilities	Expected Outcomes
A	Provide an advocacy service that fosters empowerment and representation	
	Provide a robust service that supports and fosters advocacy on the empowerment and, when necessary, represents student members.	<ul style="list-style-type: none"> • Proactive representation of students. • Identify when to empower, support or represent the student. • Advocacy services are to be investigative, including receiving and understanding information in order to build a case when advocating for the student. • Have a clear understanding of the various University colleges / schools.

	Duties and responsibilities	Expected Outcomes
		<ul style="list-style-type: none"> • Liaise and interface with the Executive, in particular those tasked with overseeing advocacy and welfare, on current administration and representation needs. • The continued development of resources and support through on-going feedback via survey and communication with students and key stakeholders. • Independently research and develop opportunities for the on-going enhancement of advocacy. • Liaising with Media & Communications as to the effective communication and promotion of advocacy and welfare to students.
B	Coordination of HELP volunteers:	
	<p>The successful operation of HELP volunteers as an initial 'triage' service to advocacy and welfare services.</p>	<ul style="list-style-type: none"> • Provision and support of sustainable operating practices that include but are not limited to: <ul style="list-style-type: none"> ○ Financial Management, through best practice controls. ○ Training and development of HELP Volunteers, providing empowerment and representation (as necessary). • Source and delegate coordination as required for resources such as to: <ul style="list-style-type: none"> ▪ Community Law ▪ Dental ▪ Hardship Grants ▪ Foodbank ▪ And any other service identified as being of benefit to students

	Duties and responsibilities	Expected Outcomes
		<ul style="list-style-type: none"> • Provide timely, accurate and relevant communication on an ongoing basis. • Assist HELP volunteers to learn about successful client interviewing and appropriate techniques utilised to support students. • Make available UCSA resources as required and ensure that the appropriate management of those resources is maintained.
C	Coordination of Class Representative System:	
	The successful operation of Class Representatives as a form of low level resolution and to promote open channels of communication between UC staff and students.	<ul style="list-style-type: none"> • Provide training and support to Class Representatives. • Assist Class Representatives in communications with students and with UC. • Communicate with relevant UC staff to ensure system is being run effectively. • Coordinate the running of the Co-curricular Record system for Class Representatives and liaise with UC to maintain the system.
D	Administer welfare services:	
	Provide support and assistance to the Advocacy & Welfare Manager in administering various welfare services.	<ul style="list-style-type: none"> • Foodbank. The food bank is managed in accordance with the UCSA Foodbank Policy. • Mickle Fund. The Mickle Fund is managed in partnership with UC Financial Services. It is administered in line with UC Policy. • Hardship Grant. The Hardship Grant is managed in line with UCSA's Hardship Grant Policy.

	Duties and responsibilities	Expected Outcomes
E	Reporting:	
	To track and identify trends and/or patterns of issues, highlighting them to the Advocacy & Welfare Manager in a timely manner.	<ul style="list-style-type: none"> Continually monitor performance against objectives via relevant and practical KPIs. Coordinate accurate recording systems for reporting purposes and analysis. Guidelines and boundaries are established for each level determining authority, delegations and issue management. Communication processes are established to promote constructive feedback amongst peers and team.
F	General	
1	A safe and healthy working and learning environment is maintained at all times.	<ul style="list-style-type: none"> Comply with all Health and Safety regulations and policies. Encourage fellow employees to work safely and look out for each other. Ensure cleanliness/tidiness of work areas. Observe all UCSA safe work policies, procedures and instructions. Take responsibility for your own health and safety and ensure no action or inaction on your part harms others in the workplace. Maintain knowledge of and promote UCSA health and safety systems and policies, procedures and guidelines to staff, students, contactors and other visitors to the UCSA.
2	Team work	<ul style="list-style-type: none"> Be an active and positive contributor to the UCSA team.

	Duties and responsibilities	Expected Outcomes
3	To carry out other duties which may reasonably be required by the course of the UCSA's activities and which fit the role's purpose as stated, and for which the position holder is qualified or has received adequate training or instruction.	<ul style="list-style-type: none"> • Develop and maintain good working relationships with the Support, Commercial, Executive and key external parties. • Undertake other project duties that may be requested from time to time by the Advocacy & Welfare Manager Work closely in association with the team and provide support as and when required.

Responsible for:

UCSA Help Volunteers
Class Representatives

Relationship with:

Chief Executive, Advocacy & Welfare Manager, UC students, Activities and Events Coordinators, Media and Communications Team, other Service Functions within the UCSA, UCSA Clubs and Societies, Volunteer Contributors, UCSA Executive, UC Appeals and Grievance Coordinator, UC Administrative Staff and the larger UC community, regional and national advocacy and welfare groups, other tertiary institutions.

Budget/Authorisation:

- **Human resources**
 - No delegated authority for human resources
- **Budgetary and expenditure limits**
 - As set out in the Delegation of Authority Policy & matrix
 - Budget expenditure: \$None
 - Purchase orders: \$None
- **Correspondence**
 - No authority to talk on behalf of the UCSA

Qualifications:

- Tertiary qualification

Employment offers will be conditional upon the UCSA receiving proof that this requirement is met. Position holders will be required to present their original documents to the person you report to on or before their first day of work in this position.

Experience:

- Advocacy experience preferred but not essential

Personal attributes:

- **New Zealand citizen or permanent resident.**
- **Technical or professional knowledge and experience** (skills and knowledge in position related area):
 - Proven exceptional verbal and written communications skills
 - High levels of attention to detail with ability to multi task
 - Exceptional interpersonal skills, professional and positive attitude
 - Vibrancy and enthusiasm to link with a dynamic team
 - Personal commitment to the student experience and an enthusiasm for assisting others

- **Key individual competencies:**
 - Integrity – displays honesty, keeps commitments, behaves consistently
 - Communication – organises the message, maintains attention, adjusts message, ensures understanding, follows accepted language standards, comprehends communication from others
 - Managing work – prioritises tasks, meets objectives, makes preparations, stays focussed, schedules time effectively, leverages resources
 - Managing conflict – clarifies current situation, remains open to all sides, stays focussed on resolution, initiates action, obtains closure
 - Initiating action – responds quickly, takes independent action, goes above and beyond job requirements
 - Tenacity – persists in effort, remains positive, maintains focus on work, redirects focus
 - Valuing diversity – leverages diversity, seeks understanding, champions diversity, takes action that respects diversity

- **Key management competencies:**
 - Student focused – places priority on knowing the expectations and requirements of students, openly seeks student feedback, develop innovative ideas to improve the quality of our services, partners with students in evaluating services and products, emphasises quality in everything the business undertakes, responds quickly to customer concerns
 - Communicating & collaborating – clearly articulates the direction of the organisation and how the business unit is aligned to meet organisation objectives, regularly informs staff on progress against business objectives, ability to facilitate effective meetings, communicates with honesty at all times, encourages employees to express their opinions and participate in decisions, seeks employee recommendations on matters that affect their jobs and their work, develops relationships based on mutual trust and respect throughout the organisation, breaks down traditional silo to promote effective teamwork
 - Adapts well when plans change or situations deviate from what was expected, works well under pressure, has the ability to handle his/her emotions and understanding the impact they have on others, has the ability to influence others and gain their buy-in, leads by example
 - Personal effectiveness – stands up for his/her ideas and encourages the ideas of others, solicits coaching and feedback to improve own performance