

**The University of Waikato
Te Whare Wānanga o Waikato**

POSITION DESCRIPTION

Tautoko Coordinator

Student Health Service: Hauora Ākonga

Vision

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Student Services provides high quality integrated services that foster engagement, promote wellbeing and support students in achieving their academic goals. The work of the Division comprises the following student services: student recruitment, administrative processes from enrolment through to graduation, enquiry management, pastoral care, international student services, health, accommodation, counselling, disabilities support, career development services, sport and wellbeing, student surveys and student complaints and appeals.

The Director of Student Services is responsible for the overall management of the Division, with assistance from a team of Associate Directors including the Associate Director Student Health.

The University Health Service provides high quality, accessible health and wellbeing care to students. The integrated, multidisciplinary team supports the educational process by modifying or removing health-related barriers to personal development and learning.

Student Services Mission - *To enable student success and wellbeing through collaboration, innovation and high-quality integrated services*

2. POSITION PURPOSE

This position is to tautoko students accessing mental health & wellbeing team support at the Student Health Service: Hauora Ākonga. This role is the equivalent to a Health Care Assistant.

- Undertake a range of administrative, clinical and other support tasks, under the direction and delegation of the Clinical Manager and / or other clinicians in the mental health & wellbeing team
- Assist with the management of patient flow and care
- Provide quality customer service to all persons interacting with the Student Health Service

3. ACCOUNTABILITY

The Tautoko Coordinator is responsible to the Clinical Manager, Mental Health & Wellbeing.

4. FUNCTIONAL RELATIONSHIPS

Internal: Student Health Service staff
Students
Accessibility Services
University of Waikato community

External: Health and social support services in the Waikato community

5. KEY TASKS

Provision of key tasks to assist the Mental Health & Wellbeing team. These include but are not exclusive to:

- Provide appropriate one-on-one care and support, in partnership with registered clinicians in the mental health & wellbeing team
- Complete clinical vital sign recording under the direction of a registered health professional
- Assist with the administrative tasks associated with planning and delivering of workshops (including but not limited to Mental Health First Aid, violence prevention workshops and other groups)
- Making necessary updates and changes to clinician templates on the patient management system as directed by the Clinical Manager or delegate
- Complete medication checks under the direction of a registered health professional for students who require this
- Stock control, resource ordering/stocking and equipment management including annual servicing schedules
- Restocking of consultation rooms
- Management of team library resources and ensuring they are accounted for
- Entering forms and documents into patient files on patient management system
- Monthly data entry / management related to the Mental Health & Wellbeing team
- Support with social media, health promotion activities and website information management
- Collecting and checking relevant patient information when required
- Supporting patients and chaperoning duties as required
- Checking the cancellation list and reaching out to students to support timely access to services
- Work collaboratively with the wider team to deliver quality care
- Manage time and processes efficiently to manage assigned tasks
- Infection control practices
- Elevate issues and concerns to clinical staff or Clinical Manager
- Focus on delivering quality care to students as directed
- Contribute to the achievement of the aims and objectives of the Student Health Service
- Demonstrate excellent customer service, collaboration, problem solving and priority setting
- Incorporate Treaty of Waitangi principles into care delivery
- Actively identifies any clinical/service risk, informs the Clinical nurse manager of incidents and contributes to continuous improvement
- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual professional goal setting interview with their manager. New staff normally attend such an interview approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Health Care Assistant will be performing satisfactorily when:

- Allocated tasks are performed efficiently and to expected standards
- Students needs are met in relation to allocated task
- Student diversity is recognised and students are treated with respect
- Positive collaborative relationships are established with the team
- Contributes to service improvement
- University policies, procedures, relevant work standards and statutory obligations are complied with
- Professionalism and appropriate confidentiality are maintained at all times
- Duties are performed in accordance with the standards of the Student Health Service
- Accurate records are maintained
- Safe and healthy work practices are followed and University policies, procedures, relevant work standards and statutory obligations are complied with
- Adherence with relevant legislation such as the Privacy Act, Code of Rights, Health Information Privacy Code, Health Practitioners Competency Assurance Act, Mental Health Act

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Good general education to at least NCEA Level 3 (or equivalent) including a good standard of English.

Preferred

- Current First Aid Certificate
- Some experience in the health sector
- Level 4 primary care practice assistance or equivalent
- Te Mahi Awhina Tuatahi (Wintec)

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Desire and commitment to work in primary health care and/or experience as a health care assistant and/or experience working in general practice or a community-based service
- Commitment to working proactively with Māori and Pacific Island communities
- Experience in the use of Microsoft Office products and ability to learn new IT systems
- Willingness to participate in relevant education and skills-based training
- Good written and oral communication skills
- Excellent interpersonal skills
- Ability to work independently and as part of a team
- Experience working with young adults
- Positive, solution focused attitude
- Commitment to learning new skills

Preferred

- An interest, knowledge in the welfare/health needs of tertiary students
- Knowledge, experience and / or active interest in mental health and wellbeing
- An understanding of diversity and working experience work with diverse groups / individuals

PERSONAL QUALITIES

- Demonstrate enthusiasm, drive and energy
- Excellent organisational and planning skills in managing a personal workload in a busy environment with competing priorities
- Enjoy working as part of a team
- Ability to work collaboratively and cooperatively with peers and colleagues
- Ability to relate to and be sensitive to the needs of a wide range of students from a variety of backgrounds and cultures.
- Ability to meet timeframes and work effectively to required timeframes.
- Commitment to a culture of openness, flexibility and cooperation and collaboration.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Te Tiriti o Waitangi.