

NEW ZEALAND SCHOOL OF DANCE

Kia kōrero te katoa
o te tinana

Job Description

1. Position Title: Student Support Manager

2. Organisational Relationships:

Responsible and accountable to the Director and Business Manager of the New Zealand School of Dance, working closely with the Health Team and Head of Performance Medicine.

3. Summary of Position:

Manage student support for all students (including attendance, behavioural, welfare and pastoral issues) and be responsible for the induction of new students and visiting students. Responsible for ensuring the School is compliant with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (“the Code”).

4. Nature and Scope of Responsibilities

4.1 Student Support (all students)

- Ensure all pastoral care compliance matters under the Code are met, and prepare and manage the annual self-review reports to NZQA, or any other reports as required;
- Convene and chair weekly Student Support meetings attended by health professionals and artistic staff, and other related meetings as required;
- Be friendly and welcoming to parents and families of potential and current students of the School;
- Manage (with support from Admin and teaching staff) the orientation and induction of new students and visiting students;
- Develop a relationship with students which is professional, fair, firm and caring;
- Mentor and support students as appropriate to promote their wellbeing, and make referrals to specialist organisations where necessary;
- Assist students with advocacy procedures;
- Provide information and advice on accommodation and other student needs, as appropriate;
- Arrange hall of residence and homestay accommodation as required, including homestays (with police vetting) for visiting students;
- Assess and monitor such accommodation for suitability, including monthly meetings with hall of residence manager/staff as required, and maintain a strong relationship with these providers;
- Act as first point of contact for various agencies, including the hall of residence provider, and follow up issues with students as required;

- Work in conjunction with Toi Whakaari staff to enable joint provision of student services to all students at Te Whaea, where appropriate.

4.2 Student Health Liaison and Support (all students), as appropriate

- Act as contact person for health professionals (Including Massey Health, Sports Doctor, Nutritionist and Counsellor);
- Communicate pastoral care and health information to staff;
- Provide support to students with long-term injury, as required by tutors;
- Provide support for students' emotional needs and help monitor their support plans.

4.3 International Students

- Assist international students with setting up bank accounts, applying for IRD number and registration at their respective Embassies;
- Ensure all accommodation compliance matters under the Code are met.

4.4 Training – students and staff

- Arrange training for staff (with support from the Business Manager) on the topics required in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021;
- Arrange workshops for students for their self-management unit. (eg, drugs and alcohol prevention, bullying and discrimination, healthy relationships and consent, wellness workshops) through Massey Health or other providers.

4.5 Other Responsibilities

- Support the Director in implementing the School's Critical Incident Response;
- Act as a panel member on the School's Scholarship Committee.

5. General Duties

Attend and participate in School meetings as required.

Participate actively in NZSD and public functions as required.

6. General Requirements

- Communicate and work effectively with staff, students and external organisations and individuals;
- Act as a positive role model and inspire trust and confidence;
- Be organised, energetic and able to multi-task and manage conflicting priorities;
- Maintain a high standard of professional ethics and recognise this as a position of trust, especially with students; a professional distance should be maintained at all times, particularly in informal situations;
- Possess a full driver's licence with a clean driving record and be willing to drive students to visit healthcare professionals or other agencies, where required;
- Good computer skills and able to create and maintain spreadsheets, computer records, documentation and meeting minutes;
- Be available for occasional after-hours work, if required
- Demonstrate a commitment to the Treaty of Waitangi and the School's Tikanga Māori programme.