

2026 Position Description.

JOB TITLE Kaiāwhina Whare - Knox College

PLACE OF WORK Te Kāreti o Knox - Knox College

ORGANISATION

Knox College and Salmond College Incorporated operates as one organisation with two Colleges on one large site, each with its own different ethos. The organisational goal is to provide services to the student community consistently across the whole site to maximise level of service and economic efficiency. This means that staff members of both Colleges are expected to work closely together to coordinate many aspects of their work and provide support in times of crisis or staff absence.

1. PRIME FUNCTION:

To support the Head of College in providing assistance with student welfare and pastoral care including the safety and well-being of the residents, supporting residents to achieve success in their academic efforts and personal growth, contributing to the development of a strong and cooperative community environment and supporting the operation of the College.

Knox College adheres to The Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021 (Code) as prescribed by the Education and Training Act 2020, including the following aspects of pastoral care:

- Ensure knowledge of relevant pastoral care responsibilities under The Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021 (Code) as prescribed by the Education and Training Act 2020.
- Promote a positive and supportive learning and accommodation environment, contribute to the broader teams' responsibilities for supporting the wellbeing and safety, personal development, and educational achievement of residents.
- Complete pastoral care training, first aid and fire warden training as necessary and required to develop competency in relation to student wellbeing and safety.
- The training available to develop these competencies includes:
 - Understanding welfare issues of diverse groups and appropriate cultural competencies.
 - Identifying and timely reporting of incidents of racism, discrimination, and bullying.
 - Physical and sexual violence prevention and response, including how to support a culture of disclosure and reporting.
 - Privacy and safe handling of personal information.
 - Referral pathways (including to local service providers) and escalation procedures.
 - Identifying and timely reporting of incidents and concerning behaviours.
 - Wellbeing and safety awareness and promotion topics.
- When required, assist with coordination and provision of appropriate pastoral care and information regarding available resources and support and escalate as appropriate.
- When directed and with guidance from College pastoral care staff, carry out pastoral care duties such as welfare monitoring and checks, coordinate access to health or other services including deliveries of meals to residents self-isolating for various reasons.

2. MAIN OBJECTIVES

- a) Work to promote and achieve the prime function.
- b) Assist with student welfare matters, including providing for the emotional and physical well-being of residents, their health and safety.
- c) Actively support the academic mentoring processes of the College.
- d) Complete administration and other duties as specified.
- e) Promote and uphold Ōtākou Whakaihu Waka- University of Otago, Te Pūkenga - Otago Polytechnic and College policies within the College community.
- f) Ensure that College Handbook regulations and guidelines are correctly followed.
- g) Act in such a manner and perform duties to foster a sense of a collegiate community.
- h) Actively support the Student Leaders.
- i) Attend College functions as directed by College senior leadership;
- j) Participate and contribute as a staff team member.
- k) Even when off-duty act as a role model, mentor and leader within the College community.

3. KEY TASKS

3.1 Administration

- a) Assist with the arrival and departure of residents as required.
- b) Assist visitors and answer enquiries
- c) Take an equal share in Kaiāwhina Whare rostered duties as outlined (see section 3.5). Note that the roster includes academic holidays.
- d) Complete a written Neighbourhood pastoral report each week by the given deadline.
- e) Be on duty for at least one of the holidays during the academic year to assist with the supervision of students and other events.
- e) Assist in promoting Knox College during Tertiary Open Days and at other various times.

3.2 Resident Welfare

- a) Help to instil a sense of community within the College, by developing a good spirit within your designated neighbourhood, actively running neighbourhood activities and supporting College events, working on your portfolio responsibilities, being present at mealtimes, and encouraging residents to respect one another and to get involved in the life of the College.
- b) Assist with the integration of all residents into College life.
- c) Liaise between residents and the Head, Deputy Heads of College.
- d) Be familiar with services available to residents through Student Health, The *Māori Centre* Te Huka Mātauraka, The Pacific Islands Centre and other services and agencies.
- e) Provide basic advice, pastoral support and first aid for residents as needed; seek assistance and make referrals when necessary.
- f) Provide primary intervention with residents who are ill/injured and inform the Head and Deputy Heads.
- g) Encourage responsible behaviour amongst College residents and ensure the rules and regulations of the College are upheld.
- h) Endeavour to prevent residents putting themselves, or others, at risk through infringement of College rules and regulations, or from dangerous or foolish behaviour.

3.3 Property Maintenance and Security

- a) Check floors, common rooms, bathrooms and other facilities regularly to ensure reasonable standards of tidiness, cleanliness and maintenance.
- b) Report promptly any loss or damage.
- c) Respond appropriately to all alarms, complete all procedures as instructed and see that residents' responses are in accordance with official instructions.
- d) Assist in maintaining a record of accidents/incidents within the College and the prompt completion of accident/incident forms where necessary, detailing any sensitive incidents for the Head and Deputy Heads' attention using the prescribed forms.
- e) Deal with unforeseen hazards that threaten physical safety or well-being.
- f) After-hours lockup as required.

3.4 Academic

- a) Ensure that conditions for study are maintained through effective supervision of residents.
- b) Be familiar with courses undertaken by residents in their areas.
- c) Support those studying in their own fields.
- d) Be aware of major test and assignment demands of residents in your designated neighbourhood.
- e) Refer residents to appropriate academic assistance, where required.

3.5 Duties

Generally, a Kaiāwhina Whare will have a number of rostered and unrostered duties each fortnight. These will consist of both 'main', 'back-up/general' roles, sick meal delivery, administrative, portfolio and neighbourhood responsibilities.

- a) Attend dinner in the evening and other meals as required to provide a visible pastoral presence.
- b) Open the office and kitchen at designated times to complete admin duties, give out parcels, late meals and answer enquiries.
- c) Handover to night staff/security personnel.
- d) Assist with supervision of College events as per duty roster.
- e) Complete administrative tasks such as neighbourhood weekly reports and activity planning
- f) Provide neighbourhood activities
- g) Complete your portfolio responsibilities

3.6 Discipline

This position is not disciplinary in nature. Nevertheless, Kaiāwhina Whare are required to:

- a) Monitor the observance of College rules and regulations (especially in regard to alcohol, noise and visitors) to ensure responsible standards of behaviour.
- b) Report breaches of College rules to the Head, Deputy Heads of the College.

3.7 Reporting Procedures

- a) Compulsory attendance at regular meetings with the Head and/or Deputy Heads of the College.
- b) Submission of Duty Staff, Neighbourhood and other reports in a prompt and timely manner.
- c) Update the Illness and Injury Register as appropriate.
- d) Attend follow-up meetings as required.

3.8 General

- a) Attend the compulsory training programme at the College prior to the start of the academic year, to assist Kaiāwhina Whare to fulfil the role's responsibilities and attend other training and review sessions as reasonably requested by the Head or Deputy Heads of the College.
- b) Work as a high-performing team member at all times.
- c) Carry out any other duties that may from time to time be reasonably requested to perform.

RELATIONSHIPS

Directly responsible to:

Head of College with day-to-day line responsibility through the Deputy Head of College – Pastoral and Wellbeing

Functional relationships with:

Deputy Head of College – Academic and Programmes
Student residents
Knox Kaiāwhina Whare and Salmond Kaiāwhina Whare
Other College staff
Student Leaders
External and internal contracted staff
Guests, SCR members, Fellows, alumni and College visitors
Selwyn College staff

EXPECTED OUTCOMES:

1. Build good relationships with residents.
2. Promote positive personal and academic role modelling.
3. Promote a positive College environment.
4. Ensure standards of care are maintained.
5. Ensure timely attention is given to security matters.
6. Carry out all duties in a timely manner.
7. Perform administration duties efficiently and effectively.
8. Promote and follow Ōtākou Whakaihu Waka- University of Otago, Te Pūkenga - Otago Polytechnic and College policies and procedures.
9. Carry out appropriate responses to emergency situations.
10. Work as a participative member of staff and contribute as a team member to the College environment and welfare of its residents.

SKILLS AND EXPERIENCE:

- Prior study and living experience in a tertiary setting is desired.
- Knowledge of basic first aid techniques (holding a current recognised first aid certificate is preferable; otherwise, a willingness to undergo a first aid course).
- Strong organisational, workload and time management skills.
- Effective verbal and written communication skills.
- Experience in successfully organising people and events.
- Good computer skills, including basic proficiency with the MS Office suite (Word, Excel, Teams and Outlook).

PERSON SPECIFICATION:

- A student at the Ōtākou Whakaihu Waka- University of Otago/ Te Pūkenga - Otago Polytechnic for the term of their tenure (ideally).
- Eligible to work in New Zealand.
- Strong empathy and understanding of tertiary students.
- Desirable characteristics include high standards of honesty, reliability, adaptability, common sense, patience, problem-solving ability, initiative, the ability to remain calm under pressure, a good sense of humour, conflict resolution, caring, reflective, good personal judgment and well-developed life skills.
- The ability to work collaboratively as part of a team.
- Ability to relate well to others with effective interpersonal and communication skills and confidence in dealing with individuals and groups from varied backgrounds.
- An ability to balance the demands of tertiary study with the work and social demands of the Kaiāwhina Whare role.