

International Student Wellbeing Advisor

Fixed Term to December 2025

Kaupapa | Purpose

The International Student Wellbeing Advisor is responsible for managing and delivering comprehensive wellbeing services for international students, with a focus on pastoral care, orientation, and accommodation. The role ensures high-quality, relationship-focused services for both internal and external stakeholders, aligning with Toi Ohomai's obligations as a signatory to the Code of Practice for the Pastoral Care of International Students (COP).

Reports to: International Services Manager

Team: Toi Ohomai | Te Pūkenga International

Remuneration: \$68,000.00 - \$70,000.00 (Based on 40 hours per week)

Date: November 2024

Ngā mahi | Do

Meaningful and Effective Partnerships

- Build and maintain high-quality, relationship-focused services for both internal and external stakeholders, prioritizing international student wellbeing.
- Provide support during peak times at Front Office reception while ensuring student care remains the top priority.
- Lead and coordinate orientation programs for new students as required.
- Ensure relevant information is accessible through appropriate platforms, including LMS, social media, websites, and guides.
- Offer culturally sensitive and age-appropriate advice to support diverse student needs.
- Collaborate with the International Centre to plan and execute social and cultural events that enhance student experiences and support international student recruitment.
- Provide 24/7 on-call support to address urgent student queries and ensure timely resolution of issues.

Be Innovative and Support Innovation

- Maintain accurate documentation and reporting for pastoral care cases, supporting academic staff with attendance monitoring and addressing student concerns.
- Provide timely feedback to academic staff and support services on international student issues, risks, and referrals.
- Assist students in accessing academic accommodations, including re-sits, assignment extensions, or transfers.
- Guide students through withdrawal, enrolment termination, and refund policies.

- Ensure students are informed about pastoral care and support services, acting as a gatekeeper for those hesitant to seek formal help.
- Support vulnerable or at-risk students, offering guidance on personal challenges such as illness, financial struggles, homesickness, and academic pressures.
- Manage relationships with homestay and accommodation providers, ensuring compliance with the Code of Practice.
- Coordinate international student orientation, including logistics and guest speakers, and temporary accommodation for study groups.
- Serve as a 24/7 contact for study groups, providing assistance outside work hours as needed.
- Ensure adherence to and regular review of the Code of Practice for Pastoral Care of International Students, particularly for students under 18.
- Maintain up-to-date student and next of kin contact details for critical incidents or natural disasters, accessible both on- and offline.

Delivery of tertiary education, research and technology transfer to meet the needs of the region.

- Address international student issues promptly and confidentially, ensuring a responsive 24/7 emergency contact service.
- Engage with students during orientation, office hours, and student trips, encouraging their involvement in welcoming new students and sharing experiences.
- Assess and understand the needs of international students, providing essential information about emergency services in New Zealand.
- Support vulnerable or at-risk students by offering guidance on academic and personal concerns.
- Provide information on student advocacy, grievance procedures, and relevant New Zealand laws.
- Coordinate temporary accommodation and airport pickups for international students, ensuring a smooth transition.
- Educate students on New Zealand tenancy laws, living costs, and other day-to-day aspects of life in the country.

Be Learner-Centred

- Foster a holistic, supportive, and safe environment for international students through collaboration with the international team and various stakeholders.
- Actively support the Head of International and the team in promoting student activities and initiatives.
- Promote the organization's bicultural strategy by engaging in language, customs, and protocols.
- Participate in relevant conferences and training programs focused on student support and wellbeing.

Be a Sustainable Organisation

- Ensure compliance with health and safety policies and procedures as outlined in the Health & Safety in Employment Act for the protection of staff and students.
- Continuously review and enhance service quality for stakeholders, adhering to quality assurance measures as per the Performance Management Framework (PMF).
- Conduct interactions with staff, students, and stakeholders professionally, in accordance with the staff Code of Conduct.

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Technical/Professional Qualification

Essential

- Minimum degree level qualification in a related field, or the equivalent body of knowledge gained through experience.

Desirable

Skills and Attributes

Essential

- A minimum of 2 years' experience in pastoral care and student support.
- Proven ability to work effectively with diverse ethnic groups and cultural backgrounds.
- Strong time management skills
- Advanced proficiency in computing, including Microsoft Office Suite, Zoom and Teams.

Desirable

- Experience in administration or a similar role.
 - Knowledge and experience with quality systems.
 - Understanding of the international tertiary education sector.
 - Proficiency in one or more languages other than English.
 - Knowledge and understanding of the Treaty of Waitangi
-

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training

network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Functional Relationships:

Internal: International Centre management and staff
All Toi Ohomai staff and students, specifically:

- Academic staff
- Support service staff
- Academic leaders
- Allied staff

External: Potential and current international students and stakeholders
Ministry of Education (MOE) Code office
City Councils
Accommodation providers
External service providers and organizations, including:

- Citizens Advice Bureau
- New Zealand Police
- Insurance providers
- Volunteering organizations
- New Zealand Immigration
- Settlement support groups
- Hospitals
- Transportation companies
- Multicultural Councils
- Ethnic communities

Resource delegations and responsibilities:

Financial: Budget owner: No

Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No

People:

Number of Direct Reports: 0

Number of Indirect Reports: 0

Responsible for contract staff, and/or coaching, training of others: No

Responsible for new employee hire: No