

# Position Description

<b>Position Title</b>	Senior Advocate
<b>Reports to</b>	AUSA Advocacy Manager
<b>Position Description</b>	<p>The AUSA Advocacy department is independent of the University of Auckland and is often the first place students go when an issue arises and they don't know where to start. The Senior Advocate role at AUSA assists students by providing information to navigate them through these issues so they have the best student experience at the University of Auckland</p> <p>This role is based at the Auckland University Students Association, city campus at the University of Auckland.</p>
<b>Key Relationships</b>	AUSA Executive and Officers, University of Auckland (UoA) students, UoA staff, AUSA staff and Student Advocate volunteers.

**Main objective of the role:**

To provide effective high-quality support that offers assistance and information to students with academic, legal and personal concerns. This is a highly interactive role working directly with students and coordinating the daily operations of a team of volunteer Law students.

## Duties & Responsibilities

<p><b>Advocacy and Conflict Resolution</b></p>	<ul style="list-style-type: none"> <li>● Promotes a constructive, non-adversarial approach to conflict resolution and problem solving;</li> <li>● Advocacy case management;</li> <li>● Maintains data collection for reporting purposes;</li> <li>● Provides information to students about their statutory rights;</li> <li>● Operates as a liaison between students and academic staff in the area of academic grievances.</li> </ul>
<p><b>Volunteer Management</b></p>	<ul style="list-style-type: none"> <li>● Coordinates and supervises the volunteer Student Advocates.</li> <li>● Assists with the recruitment of the Student Advocacy team.</li> <li>● Facilitates two team building events per semester.</li> <li>● Monitors volunteers, including supervision of written communications.</li> <li>● Monitors the administration of the Advocacy roster.</li> <li>● Approval of outgoing correspondence and communications as required.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>● Maintains accurate case records in the department's database</li> <li>● Monitors and responds to email communications in a timely manner</li> <li>● Monitors the department's resources and ensures items are restocked when needed.</li> </ul>



**your student  
experience**

<b>Skills</b>	<ul style="list-style-type: none"><li>● Analytical skills to determine possible cause and needs for further information.</li><li>● Statutory interpretation.</li><li>● Experience in conflict resolution and problems solving.</li><li>● Client interviewing to compile case histories.</li><li>● A non-adversarial approach to investigation and dispute resolution.</li><li>● Excellent verbal and written communication skills</li><li>● The ability to encourage and support volunteers.</li><li>● The ability to relate well to students.</li><li>● Knowledge of the tertiary environment.</li></ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"><li>● Is friendly and approachable</li><li>● Is trustworthy with sensitive and confidential information</li><li>● Will act in accordance the Privacy Act.</li><li>● Is flexible and able to juggle different caseloads at the same time.</li><li>● A passion for justice, fair process and conciliation.</li></ul>