



**Student Support and Development**  
**Student Health Centre / Student Counselling**  
**Secretary, Grade II**  
**Permanent**

Student Support and Development (SS&D) provides personal and professional development support to students at DCU and is a busy and diverse Unit which includes the Student Advice Centre, Counselling & Personal Development, the INTRA work placement office, Learning Support, Financial Assistance, Chaplaincy, the Student Health Centre, the Disability & Learning Support Office, and the Access Office. Further information on Student Support & Development can be found at: <http://www.dcu.ie/students/index.shtml>.

SS&D is currently seeking a flexible and dedicated individual to work in an administrative and reception role in the Student Health Centre. The individual will be primarily located on the DCU St Patrick's campus but may be required to move between any of the DCU campuses. S/he will report to the Head of Counselling & Personal Support for counselling-related matters and to the Head of the Health Centre for medical-related matters.

This is a shared role between the Student Health Centre and the Counselling & Personal Development Unit. The successful candidate will be responsible for administrative support for the nurses and doctors in the Student Health Centre, the reception of the Student Health Centre and the Counsellors.

**Duties and Responsibilities:**

The duties and responsibilities of the position include, but are not restricted to the following activities:

- Arrange appointments for students with the nurses, doctors and/or counsellors.
- Monitor the Student Health Centre and Counselling email accounts and liaise with students, as necessary, via email, telephone and face-to-face.
- Coordinate student registration for the GP and Counselling Services.
- Ensure that all relevant stocks are available and, upon direction from the nurses, order medical and other supplies.
- Use the Agresso system to order and pay for materials.
- Maintain accurate notes on the Socrates / Medical Records system and on the Counselling registration and appointment allocation record.

- Provide statistics on student consultation, as required.
- Maintain the reception area of the Student Health Centre, ensuring that Notice Boards are up to date, relevant materials displayed and the appearance of the Centre neat and orderly at all times.
- Liaise regularly with other Units in SS&D to ensure a full understanding of relevant events and developments.
- Assist with health-promotion or outreach events on the campus.
- Maintain confidentiality of information regarding students attending the Services.
- Any other task which may be required to ensure the smooth running of the Student Health Centre on a daily basis.

**Qualifications and Experience:**

Candidates must hold a Leaving Certificate, a recognised secretarial qualification (NFQ level 5) or equivalent and have at least three years' relevant experience in a student-facing third level environment or working in a similar capacity with young people. Alternatively candidates must hold five years relevant experience in a student-facing third level environment or working in a similar capacity with young people and a recognised secretarial qualification (NFQ level 5) or equivalent without a Leaving Certificate.

In addition to the above criteria, the candidate must also have;

- Excellent administrative skills
- High level of proficiency in Microsoft applications (Word, Excel etc.)
- Excellent communication and interpersonal skills
- Excellent customer service skills and empathy with young people seeking personal assistance
- Experience in a confidential environment such as Counselling or Health

The candidate must be able to demonstrate his/her willingness to learn and seek advice where necessary.

**Closing Date:** 9<sup>th</sup> May 2019

**Salary scale:** \* €26,737 - €33,543

*\*Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Secretary Grade II salary scale in line with current Government pay policy.*

**Informal enquiries:** Informal enquiries may be addressed to Head Nurse Jessie Byrne, Student Support & Development Dublin City University, Dublin 9, Ireland. E-mail: [Jessie.byrne@dcu.ie](mailto:Jessie.byrne@dcu.ie) Tel: +353 (0)1 700 5766

*Please do not send applications to this email address, instead apply as described below.*

**Application procedure:**

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie).

**Along with the application form, please submit a brief CV and cover letter. Please clearly state the role that you are applying for in your application and email subject line: Job Reference Ref #BC0901, Secretary Grade II, Student Support & Development.**

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