



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, the Careers Office, Counselling & Personal Development, the INTRA work placement office, Student Learning, the Student Health Centre, the Disability & Learning Support Office, the Access Office and Chaplaincy. 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 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 consultations, 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 or that may be requested from the Head of the Health Centre or the Director of SS&D.

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.

Alternatively candidates must hold *five* years relevant experience in a student-facing third level environment or working in a similar capacity and a recognised secretarial qualification (NFQ level 5) or equivalent (without a Leaving Certificate).

In addition to the above criteria, the candidate must have:

- Excellent administrative skills
- Proven record in working with IT systems and learning new systems including a high level of proficiency in Microsoft applications
- Excellent communication and interpersonal skills
- Proven ability to work in a busy and diverse environment
- Experience working in a highly sensitive and confidential multi-disciplinary environment
- Excellent customer service skills and empathy with individuals seeking personal assistance

The successful candidate will be able to show evidence of excellent judgement and the ability to show initiative where required.

Salary scale: €26,472 - €33,211

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.

Closing Date: Wednesday 14th June, 2018

Informal Enquiries:

Informal enquiries may be addressed to Ms. Jessie Byrne, Student Support and Development, Jessie.byrne@dcu.ie. 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://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

Please clearly state the role that you are applying for in your application and email subject line: Job
Ref #906 Secretary Grade II Student Health Centre / Student Counselling

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, DCU Glasnevin Campus, Dublin 9, Ireland, D09W6Y4.

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