Applications are invited from suitably qualified candidates for the following position

**Counselling and Personal Development Administrator**
**Professional 3**
**Counselling & Personal Development Service/Student Support & Development**
**Permanent**

**Dublin City University**

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

**Overview of the department**

The Counselling and Personal Development Service provides confidential one-to-one psychological Counselling and specialist input on a range of personal, academic, family, social, psychological and mental health issues that hinder a student's academic performance. It is available to all registered undergraduate and postgraduate DCU students and includes support and help at time of immediate crisis.

The Service offers, staff training on identifying and responding to student in distress and mental health first aid; SilverCloud, cognitive behavioural therapy (CBT) online mental health & wellbeing programmes; Togetherall, moderated online community support 24/7; Mindfulness based stress

reduction resources including podcasts; psycho-educational workshops and groups; psychological health & wellbeing resources, practices, guidelines and information; Live wise book therapy; anonymous reporting tool through Speak Out; information on 'after hour's services and supports', including 24/7 text and helpline services.

**Role Profile**

The Counselling and Personal Development Service/Student Support & Development is currently seeking an individual with excellent administrative, IT, communication and interpersonal skills, to provide administrative assistance to the Counselling and Personal Development Service. The individual will be located on the DCU Glasnevin campus and will work with the Counselling and Personal Development Service, providing assistance to the Director/Deputy Director of SS&D as appropriate. They will report to the Head of Counselling & Personal Development.

**Duties and Responsibilities**

Please refer to the job description for a list of duties and responsibilities associated with this role.

**Qualifications and Experience**

Please note that internal service criteria will apply.

**In addition to the above, the ideal individual will also have:**

- experience responding to crisis and emergency situations
- high a level of proficiency in Microsoft applications (Word, Excel etc.), Agresso, Drupal, and databases
- excellent communication and interpersonal skills
- excellent customer service skills and empathy with young people seeking personal assistance
- excellent administrative and organisational skills
- a willingness to learn and seek advice where necessary
- experience working with multiple teams with a flexibility in approach to workload
- the ability to meet deadlines and work in a diverse and busy environment
- the ability to take responsibility for one's own workload
- a proven record in teamwork

**Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. Other training may need to be undertaken when required.

**Salary Scale:**

Professional 3 - €37,780.00 - €47,906.00*

*Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

**Closing date:** Tuesday, 13th June 2023

**For more information on DCU and benefits, please visit** <u>Why work at DCU?</u>

**Informal Enquiries in relation to this role should be directed to:**
Ms Helena Ahern, The Head of the Counselling & Personal Development Service, Dublin City University.
Phone + 353 (0)1 7005165/5161 Email: helena.ahern@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 website at
<u>https://www.dcu.ie/hr/hr-current-vacancies-internal-competitions?check_logged_in=1</u>

Applications should be submitted by e-mail with your completed application form to
<u>hr.applications@dcu.ie</u>

**Please clearly state the role that you are applying for in your application and email subject line: #RC230401 Counselling and Personal Development Administrator**