



JOB DESCRIPTION

**Counselling and Personal Development Administrator
Professional 3
The 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 & 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

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

- Support students who present in distress, using the agreed service protocol, and administer online and walk-in counselling registration process as necessary
- Monitor counselling service email accounts/phone and liaise with students/staff/other as appropriate following service best practice guidelines
- Diary management, coordinate the processing of counselling appointments following service agreed protocols and updating the service database accordingly
- Update information on the C&PDS website using Drupal as required
- Organisation of service workshops and events with associated marketing/communication with relevant stakeholders
- Signposting and facilitate students access to online additional service offerings as appropriate
- Administer financial accounts, purchasing and invoicing, using University systems and processes
- Maintain absolute confidentiality of information regarding students attending the services.
- Provide statistics on student engagement with the service, as required.
- Provide administrative support for the service including, minute taking, project work and support for strategic and operational initiatives.
- Participate in regular team meetings and represent the unit at working groups, committees and events as appropriate.

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