



POSITION DESCRIPTION

Yoobee STUDENT COUNSELLOR

Position Details

Position Title: Yoobee Student Counsellor

Classification: Professional / Student Support Services

Location: Based at New Zealand School of Tourism, Auckland Airport, but services to be provided nationally

Reporting To: TBC

ORGANISATIONAL ENVIRONMENT

Yoobee Colleges provides learner-centred, flexible education that supports the success and wellbeing of a diverse student population.

We are committed to inclusive practice, equity, and culturally safe environments for all learners. We honour Te Tiriti o Waitangi and recognise the importance of Māori and Moana Oceania worldviews.

Our approach values relational practice, collective wellbeing, and respect for the cultural identities of all students.

POSITION PURPOSE

The Student Counsellor provides ethical, confidential, and professional counselling services to support the mental health, wellbeing, engagement, and retention of all learners.

The role supports students from diverse cultural, social, and educational backgrounds, while demonstrating particular cultural capability to connect effectively with Māori and Moana Oceania learners and to provide culturally responsive support where appropriate.

SCOPE OF PRACTICE

The Student Counsellor delivers short- to medium-term counselling within a tertiary education setting.

The role operates within professional scope and competence, does not provide long-term psychotherapy, and refers students to external services when needs fall outside the scope of the service.

KEY RESPONSIBILITIES – COUNSELLING PRACTICE

- Conduct holistic psychosocial assessments and collaborative goal setting
- Provide individual, group, and crisis counselling to learners
- Apply trauma-informed, strengths-based, and culturally responsive interventions
- Identify and manage risk, including wellbeing escalation pathways
- Support students experiencing academic, personal, cultural, or psychosocial challenges
- Facilitate referrals to appropriate internal and external services

Deliver mental health workshops that equip learners with practical tools to manage their own wellbeing and appropriately support peers.

YOOBEE COLLEGES LTD



ADVOCACY & COLLABORATION

- Advocate for student wellbeing and equitable access to support services
- Work collaboratively with academic and support staff while maintaining clinical independence
- Provide secondary consultation and guidance to staff on student wellbeing matters
- Support culturally appropriate engagement with whānau or aiga where relevant and with student consent

GROUP PROGRAMMES & PREVENTION

- Design and deliver inclusive wellbeing workshops and group programmes
- Promote resilience, mental wellbeing, life skills, and help-seeking behaviours
- Develop targeted initiatives that support connection, belonging, and wellbeing for Māori and Moana Oceania learners, while remaining accessible to all students

CASE MANAGEMENT, REPORTING & ADMINISTRATION

- Maintain accurate, confidential, and professional case records
- Monitor service usage, trends, and emerging wellbeing needs
- Prepare regular reports to inform service planning and resource allocation
- Ensure compliance with privacy, record-keeping, and organisational requirements

PROFESSIONAL STANDARDS & LEGISLATIVE COMPLIANCE

Practice must align with Aotearoa New Zealand legislation and professional standards, including:

- Privacy Act 2020 and Health Information Privacy Code 2020
- Health and Safety at Work Act 2015
- Education and Training Act 2020
- Human Rights Act 1993
- NZAC Code of Ethics and Practice (or equivalent professional body)

CULTURALLY RESPONSIVE PRACTICE STATEMENT

The Student Counsellor practises in a culturally responsive and inclusive manner, recognising the diverse identities, values, and experiences of all learners.

The role demonstrates cultural capability to engage effectively with Māori and Moana Oceania learners through:

- Upholding Te Tiriti o Waitangi principles of partnership, protection, and participation
- Applying values such as manaakitanga, whanaungatanga, and respect
- Recognising holistic and collective approaches to wellbeing
- Engaging whānau or kainga/aiga where appropriate and with consent

Cultural responsiveness is embedded alongside inclusive practice for all learners.

SUPERVISION & PROFESSIONAL DEVELOPMENT

- Participation in regular clinical supervision in line with professional requirements
- Engagement in cultural supervision or cultural development opportunities
- Ongoing professional development to maintain competence and enhance inclusive practice

ESSENTIAL REQUIREMENTS

Qualifications:

- Degree or postgraduate qualification in Counselling, Psychology, Social Work, or related discipline
- Eligibility for registration with NZAC or an equivalent professional body

Experience & Attributes:

- Experience providing counselling in tertiary, youth, or community settings
- Ability to work effectively with learners from diverse backgrounds
- Demonstrated cultural capability to connect with Māori and Moana Oceania learners
- Strong ethical judgement, communication, and organisational skills
- Ability to maintain professional boundaries and confidentiality

PERFORMANCE MEASURES

- Positive student wellbeing and engagement outcomes
- Appropriate and timely use of counselling and referral pathways
- Compliance with ethical, professional, and legislative standards
- Contribution to an inclusive, culturally safe learning environment
- Constructive feedback from students and stakeholders

YOOBEE COLLEGES LTD