

## **POSITION PROFILE**

### **1. JOB IDENTIFICATION**

- 1.1 Position Title: Student Service Officer - Health Assistant (SSO-HA)
- 1.2 Position Level: 10 (may increase depending upon the number of working experiences in the relevant field)
- 1.3 Occupational Group: Administrative and Technical
- 1.4 College/OVC: Jigme Namgyel Engineering College

### **2. MAIN PURPOSE OF THE POSITION:**

- 2.1 The main purpose of the SSO-HA is to provide collective cooperation and coordination of the student residential system and with references to the roles and responsibilities of residence coordinator are to act as an Advisor, Responder, as Advocate/Liaison, as community facilitator and caretaker of student code of conduct.
- 2.2 Should be conversant and confident to deal with the students any point of time.

### **3. GENERAL ROLES AND RESPONSIBILITIES:** *(Use Representative Work Activities as provided in Position Directory)*

#### **3.1 Services**

- 3.1.1 Look after the welfare and care of the students for the designated residential areas/ hostels under the guidance of Dean of Student Affairs;
- 3.1.2 Contribute to providing a safe, inclusive and respectful environment for living and learning; in particular, shaping a high-quality residential experience for student in the College;
- 3.1.3 Assist in inducting new students to hostels and familiarizing them to student rules, regulations, common norms and standards in the hostels;
- 3.1.4 Assist in coordinating with the academic advisor to monitor and support student learning;
- 3.1.5 Assist in managing and administering student affairs for the given residential area including record keeping;
- 3.1.6 Listen to students' problems and help them to find resolutions where relevant and refer students to appropriate services such as student support, disability services, counseling, medical services, management etc;

- 3.1.7 Manage hostel facilities and its surroundings in terms of cleanliness and upkeep of the facilities;
- 3.1.8 Coordinate and support student activities for the hostel related to social and community services, literary activities, social engagements and other useful events; and
- 3.1.9 Any other tasks as may be assigned from time to time.

**4. SPECIFIC ROLES AND RESPONSIBILITIES:** *(Provide list other specific task that is not covered by the Representative Work Activities and list of modules to be taught in the given programme in the case of academics)*

**4.1 Student Service Officer cum Health Assistant**

1. To provide developmental and educational support to students in the form of short-term personal counselling.
2. Treating emotional discomfort, developmental educational skills, academic advising, assisting students with college major and career choice and coping with student problems.
3. To design and implement effective outreach programs to help students meet some of their developmental educational needs. Related issues include the need to control anxiety, to learn to communicate effectively, to plan for the future, to study effectively, to become appropriately assertive and to cope with mood changes.
4. To develop and present structured groups for positive growth.
5. Provide a thorough knowledge of individual emotional and behavior patterns as well as social and economic factors that contribute to student concern.
6. To look after the health of students on daily basis and certify the sick students
7. To coordinate all the health-related activities of the College
8. To coordinate the cleaning activities of the College
9. To maintain the decorum of the College Infirmary Section with adequate facilities and procedures
10. Provide medical services to students and staff in the campus.
11. Arrange transportation, and refer medical cases to hospital.
12. Maintain record of patients, referral cases, and update to the Dean, Student Affairs/President as and when required.
13. Serve as the college COVID-19 focal person, update students and staff details in Health Facilities System (HFS).

14. Organize First Aid Training to College Sports Committee (CSC), Student Councilors, Y-Peer Club, and provide medical services during Co-curricular Activities.
15. Attend meeting as and when required.

**5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS** (*Use KSA and Position Profile Matrix in Position Directory as a guide*):

- 1.1 Education:** Certificate/ Diploma in Community Health Service (HA)
- 1.2 Experience:** Preference shall be given to those with relevant experience
- 1.3 Knowledge Skills and Abilities** (*Use KSA in Position Directory*):

Conversant in the area of responsibilities both in terms of technical knowledge how and changing environment.

Good communications skills both in terms of written and speaking.

Sound analytical skills with knowledge in planning, management and execution of projects and activities.

Ability to keep up-to-date information in the area of responsibilities and provide timely information for informed decision-making.

Ability to work in teams and ready to work beyond working hours.

**Service Status:** Fixed Term Appointment (FTA) for one year

**Remuneration:**

- Salary will be commensurate in accordance to the existing Rules and Regulations of the Royal University of Bhutan.
- No FTA (contract) allowance will be paid.

\*\*\*\*\*