

## Contacting the Counselling Service

Email: [counsellor@dkit.ie](mailto:counsellor@dkit.ie)



**Gertie**

Phone: 042 9370247



**Francis**

Phone: 042 9370258



**Sarah**

Phone: 042 9370248

Self-refer online

Students can also register for counselling at:  
<http://www.dkit.ie/student-counselling>

### Student Services Reception:

Phone: (042) 9370240

### Location:

We have offices near the Health Unit on the first floor of the Faulkner Building and within the Student Services Centre on the ground floor.

### Web:

[www.dkit.ie/counselling](http://www.dkit.ie/counselling)

### Drop In:

Feel free to drop in to us if you have a concern about a student or if you have a general query.



Helping you get through tough times

<https://ie.reachout.com/>

### Some useful numbers and websites:

*Samaritans* Telephone: 116 123  
Confidential phone service available 24/7  
Support via Email: [jo@samaritans.ie](mailto:jo@samaritans.ie)  
(response time 24hrs)

*Bodywhys* Help Line: 01 2107906  
Support for people affected by eating disorders:  
[www.bodywhys.ie](http://www.bodywhys.ie)

[www.jigsaw.ie](http://www.jigsaw.ie)  
Advancing the mental health of young people (aged 12-25)

[www.yourmentalhealth.ie](http://www.yourmentalhealth.ie)  
Practical Advice, Services, and Supports (HSE)



STUDENT COUNSELLING

## Information for Student Ambassadors



## Student Ambassadors

### What is a Student ‘Ambassador’ and what does the role entail?

An official representative of the college appointed for a special diplomatic assignment!

### ‘Assisting with students’ comfortable transition into their first year of college life’.

Your contribution to the first year experience is so important because:

1. You can relate to the situation of new students; and
2. You are very experienced with the campus and with student life.

Although your key role is to help personalise the transition of new students to the DkIT community and to provide a welcoming introduction to college, there are some points to be mindful of in order to look after both yourself and the student.

**Thank you on behalf of the DkIT Student Counselling Service. We appreciate your participation.**

### Knowing the Boundaries of the Ambassador Role

#### **Keep it Practical!**

Remember that your role is about being the welcoming ‘friendly face’ of DkIT and offering practical help on for example, finding their way around the college; info on student accommodation; clubs & societies; ways of saving money; and any other tips that might make life a little easier for them. Try to avoid taking on problems and feeling obliged to ‘fix it’ for students. Advise them of the appropriate support service to contact within the college (e.g. Access; Disability; SAF).

#### **Vulnerable students**

Some students may be experiencing personal issues and may take the opportunity to confide in you about difficult emotions they are dealing with. If this happens, remind yourself that you are not a counsellor. Gently reassure the student that you have heard them and that the DkIT counselling service is there to offer support. Pass on our contact details.



#### **Checking-In**

Check in every so often with students you notice are quiet, hanging to the back of the group, or who seem withdrawn. What may seem like a simple conversation to you may make all the difference to them.

#### **Confidentiality**

If you are concerned about the welfare of a student please avoid placing yourself under undue pressure by keeping this to yourself. You can contact the counselling service to discuss your concerns.

If a student approaches you and requests that they speak confidentially with you, let them know that there are certain kinds of information that you cannot keep to yourself such as if a student is at risk.

If a student is visibly upset or distressed and it seems likely that they need **immediate** support suggest that they contact the student health and/or counselling service. Offer to accompany them. If a student declines, gently explain to them that you need to contact the service (or speak to an appropriate member of staff), because you are concerned for them.

#### **Responding to negative questioning**

There may be occasions when some incoming students make critical remarks or ask negatively framed questions about an aspect of a course or college life. Try to avoid getting side-tracked by this and allowing him/her monopolise the conversation. If the problem persists, discretely request the student to direct their concern with the appropriate academic member of staff.

#### **Share your Passion!**

By sharing your passion and enthusiasm for college life at DkIT you are being a positive role model for new entrants who will likely feel more at ease about the coming year and have a more enjoyable experience because of you!