

## Position Description – City Campus Counsellor

Updated 16 October 2023

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Health, Counselling and Disability Service
Supervisor (Title)	Manager Counselling Service
Classification	Higher Education Officer Level 8
Employment Type	Fixed-term, full-time

POSITION SUMMARY
<p>Under broad direction, the City Campus Counsellor, as part of a multi-disciplinary team, will provide support services to students to promote student wellbeing and success. This support includes intake and assessment; crisis response and safety planning; referral to internal and external stakeholders; brief solution-focussed counselling; development of Disability Access Plans; delivery of group and other programs; and advice and training to University staff to promote student wellbeing. This role will also be a point of contact for staff who are supporting students.</p> <p>The City Campus Counsellor is part of the Student Life Division and will work closely with the City Campus Team to support services, activities and programs related to student success and wellbeing.</p> <p>Some out of hours, weekend work and travel may be required.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's <a href="#">Code of Conduct</a> and are expected to:</p> <ul style="list-style-type: none"> <li>• Demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred.</li> <li>• Contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor.</li> </ul> <p>Promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity.</p> <ul style="list-style-type: none"> <li>• Perform their responsibilities in a manner which reflects and responds to continuous improvement.</li> <li>• Familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).</i></p> <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p>

*An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.*

### KEY POSITION RESPONSIBILITIES

The City Campus Counsellor is accountable for:

1. Providing a first point of contact and professional counselling service for students experiencing issues that are impacting on their wellbeing including academic, personal or mental health issues. This includes intake and assessment, crisis intervention and brief solution-focussed interventions.
2. Providing support and assistance with academic progress issues including advice regarding University policies and procedures and liaison with other University staff, both academic and professional as appropriate.
3. Promoting student wellbeing through the development and delivery of a range of activities and programs such as group and training programs.
4. Advising and consulting with other University staff, both professional and academic on matters relating to student wellbeing.
5. Providing training and education to University staff regarding student wellbeing and supporting students' mental health.
6. Providing some case management services to students experiencing multiple and complex issues that impact on their wellbeing. This will include case management services to students entering into/exiting the acute mental health system, students in high-risk domestic violence situations, sexual assault or sexual harassment and student equal opportunity matters.
7. Facilitating student referrals to emergency mental health support and other external resources as required.
8. In consultation with the Disability Service, provide needs assessments of students with disabilities, including linking them to ongoing support with the Disability Service.
9. Provision of advice and information to enrolled students and prospective applicants to the University regarding services and accommodations available for students with disabilities.
10. Advice to and liaison with relevant administrative and academic staff of the University to facilitate appropriate arrangements and adjustments for students with disabilities.
11. Maintain appropriate student records, collect relevant data and engage in relevant evaluation and research projects as required.
12. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

### KEY POSITION CAPABILITIES

- Registration as a Psychologist with the Psychological Board of Australia or eligibility for membership of the Australian Association of Social Workers and postgraduate experience.
- Demonstrated experience providing counselling and case management services, including intake and assessment, crisis intervention, solution-focussed counselling and case management support to a diverse client group.
- Demonstrated ability to develop, deliver and evaluate effective group and training programs with a focus on student wellbeing.

- Demonstrated ability to establish partnerships with key stakeholders to facilitate referral pathways and a coordinated approach to providing care.
- Demonstrated high-level written and oral communication skills, including the ability to produce written information and presentations.
- Demonstrated highly developed interpersonal and problem-solving skills, including the ability to effectively liaise with students, colleagues and manage stakeholders with competing demands.
- Foundational understanding of disability related and equal opportunity legislation and policies and an understanding of issues in higher education settings relating to disability services.
- High-level analytical skills and demonstrated experience solving complex problems requiring strategic thought and independent judgement.
- Demonstrated understanding of the higher education sector and factors that impact on student wellbeing.

FLINDERS