

Position Description – Manager Counselling Service

Updated 08/09/2022

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Health, Counselling and Disability Services
Supervisor (Title)	Director, Student Services
Classification	Higher Education Officer Level 9
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Under generally unguided direction, the Manager Counselling Services will be responsible for providing leadership and management to a team of Counsellors and project/support staff who provide a range of services to enhance student wellbeing including intake and assessment, complex case management, counselling, group programs, wellbeing initiatives including training and consultation to staff across the university. The incumbent has a key role in ensuring that efficient models of services, systems and processes are in place that support student wellbeing. The position will provide professional supervision to the team and will support the Director Student Services to assess risk in complex cases and to manage resources to ensure demand for service is met.</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 code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • 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; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <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> <p><i>COVID-19 vaccination, in accordance with the Flinders University COVID-19 Vaccination Policy (2022) is a condition of employment with the University. 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.</i></p>

KEY POSITION RESPONSIBILITIES

The Manager Counselling Services is accountable for:

1. Managing the Counselling team to ensure that demand for service is met through duty system, face to face counselling, phone and online counselling as well as various wellbeing programs and initiatives.
2. Providing professional supervision to the counselling team and associated staff.
3. Leading the establishment and implementation of a counselling team plan to meet the needs of students.
4. Evaluation of services to inform planning processes and to assess outcomes of services and programs provided.
5. Ensuring that students in crisis and/or at risk are provided with initial assessment, intervention and referred to appropriate services.
6. Advising and consulting with the Director of Student Services and other staff on matters relating to student wellbeing including critical incidents and student safety issues, contributing to strategic planning, developing priorities, programs and services.
7. Consulting with key stakeholders, both internal and external regarding issues impacting on student wellbeing.
8. Some out-of-hours, weekend and travel may be required.
9. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Relevant tertiary qualifications or an equivalent combination of experience and/or education and/or training.
- Registration as a Psychologist with the Psychological Board of Australia or eligibility for membership of the Australian Association of Social Workers.
- Proven ability to lead, motivate and develop high performing teams including fostering a positive team environment and the ability to support teams through change.
- Proven ability to develop, deliver and evaluate effective services and programs that address wellbeing.
- High-level thinking, planning and analytical skills.
- High-level communication, influencing and negotiation skills, including the ability to produce written information, presentations and to manage stakeholders with competing demands.
- Understanding of the higher education sector and factors that impact on wellbeing.
- Demonstrated ability to commit to the University's values of Integrity, Courage, Innovation and Excellence.
- Demonstrated experience in providing professional supervision to a team of experienced counsellors, including psychologists and social workers.