

Position Description – Manager Counselling Service

Updated 26/02/2024

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

POSITION SUMMARY
<p>Under broad to generally unguided direction and in close collaboration with the Director Student Life, the Manager Counselling Service will be responsible for the operational and strategic leadership of the Counselling Service including the Intake and Assessment team, Counsellors, project and support staff. The Counselling Service provide a range of services to enhance student wellbeing including intake and assessment, crisis and critical incident support, complex case management, counselling, group programs, wellbeing initiatives including training and consultation to staff across the university.</p> <p>The Manager Counselling Service has a key role in ensuring that efficient models of services, systems, projects and processes are in place that support student wellbeing and ensure that demand for service is met. In addition, this position is responsible for the services provided in crisis and risk situations as well as playing an integral role in critical incidents, including providing expert advice to the Director Student Life.</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>

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 Manager Counselling Service is accountable for:

1. Managing the Counselling Service to ensure that demand for service is met through intake and assessment, face to face counselling, phone and online counselling as well as various wellbeing programs, projects and initiatives.
2. Ensuring that students in crisis and/or at risk are managed appropriately, including taking a key role in the management of critical incidents and providing expert advice to the Director Student Life and other senior managers.
3. Implementing a continuous improvement framework to ensure the delivery of quality and timely counselling services and other wellbeing initiatives, programs and projects that reflect best practice and the current higher education sector priorities.
4. Contributing to the management of programs, training and community capacity building activities that aim to address mental health and wellbeing, including gender-based violence prevention and response.
5. Contributing to strategic and operational planning for the Student Life portfolio to deliver high quality, evidence-based support for students that increase student success and wellbeing.
6. Consulting and working collaboratively with key stakeholders, both internal and external, to promote student wellbeing and address issues regarding student mental health.
7. Some out-of-hours, weekend and travel may be required.
8. 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.