

Position Description – Manager Counselling Service

Updated 02/03/2026

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 direction, the Manager Counselling Service is responsible for the overall leadership, management and performance of the Counselling Service, including the Intake and Assessment and Counselling teams, ensuring effective workforce capability, service quality, and professional standards.</p> <p>The Counselling Service provide a range of services to enhance student wellbeing including intake and assessment, crisis and critical incident support, complex case management, short-term solution-focussed counselling, gender-based violence support, group programs, wellbeing initiatives including training and consultation to staff across the university.</p> <p>Operating within the context of a university environment, the Manager Counselling Service, in collaboration with the Director Student Life, is responsible for ensuring that efficient and effective service delivery models are in place to support student wellbeing, meet service demands, and ensure compliance with relevant legislative, regulatory and policy obligations. The role also ensures that effective services are provided in crisis and risk situations and works in collaboration with the Director Student Life to coordinate and respond to critical incidents.</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 and Excellence demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. 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>



A Nationally Coordinated Criminal History Check which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID-19 in line with the SA Health policy.

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 and short-term solution-focussed counselling as well as various wellbeing initiatives.
2. Ensuring that students in crisis and/or at risk are managed appropriately, including participating in critical incident responses in consultation with the Director Student Life.
3. Providing leadership, supervision and performance management to a team of counsellors delivering high quality programs of work and student health and wellbeing services. This includes ensuring quality and consistency of service delivery, planning adequate resourcing to meet demand, providing professional supervision and fostering and modelling a high-performance culture.
4. Ensuring services are provided in line with university policies and procedures and maintaining ongoing compliance and reporting that meets national regulatory requirements and institutional obligations.
5. Implementing a continuous improvement framework to ensure the delivery of quality and timely counselling services and other wellbeing initiatives that reflect best practice and the current higher education sector priorities and managing associated change processes required.
6. In collaboration with the Student Life division and other stakeholders, contribute to initiatives that aim to address and promote matters related to student mental health and wellbeing, including gender-based violence response.
7. 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.
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 postgraduate qualifications and experience, or extensive management experience; 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 establishing clear performance expectations, fostering a positive and accountable team environment, and supporting 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.
- Demonstrated broad to extensive knowledge and understanding of the higher education sector and factors that impact on wellbeing including relevant legislative requirements.

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- Demonstrated commitment 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.

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