

Position Description – Complex Case Manager City Campus

Updated 13/11/2025

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

POSITION SUMMARY
Under broad direction, the Complex Case Manager (CCM), as part of a multi-disciplinary team, will be responsible for providing intake and assessment services to the student population including being the first point of contact for students, responding to referrals (via phone, email and walk in) and or staff supporting students, who are seeking counselling and/or who are at risk, in crisis or distress. The CCM will also provide, when required, intensive short term crisis case management support for students with multiple and complex needs. This will include assessments to establish needs and referral to and coordination of internal and external stakeholders to ensure students are receiving adequate support and services. The incumbent will be actively involved in a range of initiatives and activities and also provide advice and training to university staff to promote student wellbeing.

UNIVERSITY EXPECTATIONS AND VALUES
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: - 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 in order 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. <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 Child Safety (Prohibited Persons) Act 2016 (SA).</i> <i>A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position. A criminal record will not automatically disqualify a candidate from consideration. Each case will be assessed on its individual merits and relevance to the inherent requirements of the role</i>

KEY POSITION RESPONSIBILITIES

The Complex Case Manager is accountable for:

- Providing a first point of contact for intervention and assessment of students seeking counselling and/or who are at risk, in crisis or distressed.
- Fulfilling a duty intake function by reviewing and prioritising referrals, scheduling appointments and responding to urgent student needs, via phone, email or walk in or students referred from other areas of the university.
- Providing flexible complex case management services to students experiencing multiple and complex issues that are impacting on their wellbeing. This will include intensive short term crisis case management services to students entering into / exiting the acute mental health system, students in domestic/family violence situations, sexual assault or sexual harassment, student equal opportunity matters and other high-risk matters.
- Providing flexible, comprehensive case management services to vulnerable students including the assessment of needs, referral to and coordination of internal and external services involved in the care of the student and acting as the primary point of contact for matters relating to that student.
- Providing support and advice to other areas of the University involved with supporting students with complex needs and/ or at risk or in crisis such as academic staff, International Student Services, FUSA, Security, Student Complaints, Flinders Living and other support services. The CCM will have the flexibility to assist students in a variety of ways, including attending meetings to ensure the coordination of their complex support needs.
- Providing short-term, solution focussed interventions to students experiencing issues that are impacting on their wellbeing including academic and personal matters.
- Identifying and establishing partnerships with relevant community organisations who can provide support and services to students with complex needs and facilitating student referrals to emergency mental health support and other external resources as required.
- Advising and consulting with the Manager Counselling Services on matters relating to students with multiple and complex needs, including escalating students who are at risk or in crisis, and contributing to strategic planning, developing priorities, programs and services.
- Promoting student wellbeing through the development and delivery of a range of activities and programs such as group and training programs.
- Providing training and education to University staff regarding student wellbeing and supporting students with mental health issues.
- Some out of hours, weekend and travel may be required.
- 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.
- Demonstrated experience providing intake and assessment, crisis intervention and triage services to a diverse client group including those experiencing mental health crises.
- Demonstrated experience providing complex case management (including intensive, crisis and short-term support) services to a diverse group of clients with multiple and complex needs, including assessment, crisis and short-term intervention, referral to and coordination of services.
- Proven ability to establish partnerships with key stakeholders to ensure referral pathways and processes are in place and a coordinated approach to providing care.
- High-level interpersonal influence and stakeholder management skills, including demonstrated ability to negotiate and communicate effectively with management, staff, students and other stakeholders.
- Proven ability to develop, deliver and evaluate effective programs and training that focus on student wellbeing.
- High-level written and oral communication skills, including the ability to produce written information and presentations.
- High-level analytical skills and demonstrated experience solving complex problems requiring strategic thought and independent judgement.
- Demonstrated ability to commit to the University's values of Integrity, Courage, Innovation and Excellence.
- Demonstrated understanding of the higher education sector and factors that impact on student wellbeing.