



POSITION DESCRIPTION

Position Title:	Counsellor
Classification:	HEW 8
Establishment No.:	Various
Reporting to title & establishment / position No:	Senior Manager Counselling and Wellbeing or Mental Health and Wellbeing Clinical Manager
School/Office:	Equity Diversity, Safety and Wellbeing Services, Office of People
Division:	People and Advancement Division

Context:

Western Sydney University is a modern, forward-thinking, research-led university, located at the heart of Australia's fastest-growing and economically significant region, Western Sydney. Boasting 11 campuses – many in Western Sydney CBD locations – and more than 200,000 alumni, 49,500 students and 3,500 staff, the University has 14 Schools with an array of well-designed programs and degrees carefully structured to meet the demands of future industry.

The University is ranked in the top two per cent of universities worldwide, and as a research leader, over 85 per cent of the University's assessed research is rated at 'World Standard' or above.

The University's strategic plan, Sustaining Success: 2021-2026, articulates the University's values and commitments of being or providing:

- Excellence guided by the principles of sustainability, equity, transformation and connectedness.

The University's clear mission is to create thriving communities by producing successful graduates and impactful research.

The mission is driven by four strong values:

1. Boldness
2. Integrity
3. Fairness
4. Excellence.

The Division of People and Advancement is led by the Vice President, People and Advancement and has three primary responsibilities:

- To develop the University's academic and professional workforce in conjunction with other Executive members;
- To assume overall responsibility for the student experience and student life cycle involvement with the University, including outreach programs to Schools, innovative approaches to

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marketing and recruitment, and the student experience more broadly including administration through to engagement with alumni and fundraising; and

- To take responsibility for governance, risk management and compliance.

The University's *Securing Success 2018 – 2020* strategic plan places students and 'the primacy of the student experience' at the core of the University's vision in order to be a distinctively student-centred university. Central to achieving the University's student-centred approach is to align academic and personal support at all stages of the Student Lifecycle.

Departmental Overview

Equity, Diversity, Safety and Wellbeing will foster a commitment to the health, wellbeing and safety of our staff and students to empower the entire University community. This includes reviewing and simplifying access and transport for our staff and student population.

These services include Campus Safety and Security, Equity and Diversity, Work Health Safety and Wellbeing and Student Wellbeing Services (Welfare, Disability and Counselling Services).

The Student Wellbeing Services offer support to students at all Western Sydney University campuses. Students attend classes at various times throughout the day/evening and services may therefore be required outside of normal business hours.

The Counselling Service provides proactive and responsive services to students in need to address immediate, ongoing and emerging issues.

Position Purpose:

The Counsellor provides a range of counselling services to students who need assistance with personal and academic related issues to complete their studies and the provision of proactive strategies and functions to meet the key identified requirements of students. This position will also be responsible for supporting and developing initiatives within the Counselling team.

The Counsellor will champion the key values of the Office of People and the Equity, Diversity, Safety and Wellbeing portfolio and ensures their practice aligns to these values and service delivery contributing to the overall student experience.

Dimensions:

Number of direct reports: This position has no supervisory responsibility

Titles of direct reports: N/A

Number of indirect reports: There are no indirect reports to this position

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Major Responsibilities	Accountabilities
Strategy <ol style="list-style-type: none"> 1. In collaboration with the Mental Health and Wellbeing Clinical Manager and Senior Manager Counselling and Wellbeing, provide input to plan, develop and implement strategic and operational activities of the Counselling Service. 	<ul style="list-style-type: none"> • Active participation in the strategic planning, development, implementation and review of services provided • Work activity is aligned to departmental strategy.
Services & Case Management <ol style="list-style-type: none"> 2. Provide professional, individual and group counselling and psychoeducation in accordance with relevant Professional Codes of Conduct. 	<ul style="list-style-type: none"> • Students are provided with access to the service and resources in a way best suited to them (i.e. face to face, by telephone or via electronic media) in a timely manner • Time is available and spent in appointments and other interactions with students as required • Feedback received from students demonstrates that the service and programs has met their needs. • Access to electronic resources and group programs to students is provided
<ol style="list-style-type: none"> 3. Provide appropriate management and support during/in critical incidents. 	<ul style="list-style-type: none"> • Appropriate support is provided in a timely manner.
<ol style="list-style-type: none"> 4. Support the Counselling and Wellbeing teams in providing consultancy, training and educational services to staff, on matters related to student mental health. 	<ul style="list-style-type: none"> • Training and consultation provided to staff. • Positive feedback from staff is received.
<ol style="list-style-type: none"> 5. Contribute to the development and delivery of prevention and educational programs to students, staff and stakeholders. 	<ul style="list-style-type: none"> • Quality student, staff & stakeholder prevention and educational programs delivered. • Positive feedback received.
<ol style="list-style-type: none"> 6. Provide specialist consultation, advice, information, support and advocacy services to students seeking assistance. 	<ul style="list-style-type: none"> • Accurate and timely provision of services.



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7. Maintain client case files and follow up on student progress	<ul style="list-style-type: none"> • Accurate and timely case files are maintained • Follow-ups are conducted where necessary.
8. Work in cross disciplinary/service groups and participate multi-disciplinary case consultations with other professionals as required.	<ul style="list-style-type: none"> • Involvement in cross disciplinary/service groups demonstrated • Participation in multi-disciplinary case consultations and referrals made to other services as required.
9. Liaise with relevant internal and external bodies, including referrals to appropriate services, and representation of Western Sydney University as required.	<ul style="list-style-type: none"> • Professional and beneficial working relationships are supported and maintained • Enhanced knowledge, awareness and utilisation of counselling services available to students
10. Regularly assess the ongoing needs of clients	<ul style="list-style-type: none"> • Feedback from students is reviewed to determine student need and acted upon where appropriate
11. Use technology where appropriate to deliver quality and transformative services	<ul style="list-style-type: none"> • Currency and skills in technology related to service delivery requirements is maintained
Customer Experience	
12. Capitalise on opportunities for continuous quality improvement by maintaining knowledge and awareness in the areas of Counselling practice	<ul style="list-style-type: none"> • Up to date knowledge maintained and utilised in the review and ongoing enhancement of services.
13. Promote innovative development and deliver quality services that are adaptable and responsive to ever changing student needs.	<ul style="list-style-type: none"> • Successful and flexible initiatives/programs implemented.
Compliance	
14. Ensure appropriate management of student records, including confidentiality requirements as stated in the <i>Privacy Act</i> (2001).	<ul style="list-style-type: none"> • The <i>Privacy Act</i> is complied with • Student privacy is uncompromised.
15. Ensure compliance with all legislative requirements, policies, practices and	<ul style="list-style-type: none"> • All policies, practices and procedures are in line with University and legislative requirements.



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<p>procedures; and identify gaps, working with the Manager to ensure currency.</p>	
<p>People & Culture</p> <p>16. Work collaboratively with peers, service managers and team leaders in the building of a positive workplace culture, fostering a strong sense of professionalism with an emphasis on service quality, supporting inter-service relationships and facilitating professional support.</p> <p>17. Practice cultural competency and flexibility to foster a collaborative, values-driven and energetic and efficient team.</p>	<ul style="list-style-type: none"> • Inter-service relationships are established, maintained and utilised. • Cultural competency knowledge and training is maintained. • Articulated values are evident in day to day practice.

<p>Work Health & Safety Requirements</p>	<p>All staff are required to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health & safety • Take reasonable care for the health and safety of others including the implementation of risk control measures within their control • Comply with all reasonable instruction by the university • Participate in activities and programs designed to improve health and safety • Report potential hazards and incidents in the workplace • Notify their supervisor of any injuries or illness that occurs in their workplace
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors • Participate in the cyclical Career Planning Development Process, which includes an annual review of their performance against agreed operational and performance objectives set in MyCareer Online • Perform their responsibilities in a manner which reflects and responds to continuous improvement



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	<ul style="list-style-type: none"> • Read, understand and comply with all University policies and procedures; • Undertake risk management and actively support and participate in the risk management processes adopted by the University which include identifying, analysing and evaluating risk that may impact on the University • Work at and travel between other University campuses from time to time as may be required during the course of employment • Complete all mandatory training modules within the first six weeks of commencement with the University. Your supervisor will check to ensure compliance with this mandatory requirement • Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.
Unit Expectations	<p>Western Sydney University conducts its operations on a number of campuses. Due to the multi-campus nature of this role, however, your location on a day to day basis will be determined by operational needs, and it is therefore a requirement of this role that you travel between, and work at, different campuses during the course of your employment.</p>

Key Relationships to Position	Purpose of Relationship
Internal:	
<ul style="list-style-type: none"> • Executive Director, Equity Diversity, Safety and Wellbeing • Director, Equity and Diversity 	<ul style="list-style-type: none"> • Senior Executive – To receive direction, provide/receive advice, share information.
<ul style="list-style-type: none"> • Senior Manager Counselling and Wellbeing or Mental Health and Wellbeing Clinical Coordinator 	<ul style="list-style-type: none"> • Line Manager – To receive direction and provide/receive advice, share information • To consult, motivate and counsel
<ul style="list-style-type: none"> • Other staff within Equity, Diversity, Safety and Wellbeing 	<ul style="list-style-type: none"> • Peers – to provide and promote a cross-disciplinary team approach to student services.
<ul style="list-style-type: none"> • Other University staff 	<ul style="list-style-type: none"> • Colleagues and stakeholders involved in the delivery of services to students – to provide/share information, seek counsel, consult.
<ul style="list-style-type: none"> • Deans and Directors • Schools, Institutes and Divisional Offices • University Entities 	<ul style="list-style-type: none"> • To liaise, negotiate, represent, advocate and provide support services and advice.



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<ul style="list-style-type: none"> Current Students, Prospective Students, Alumni 	
External: <ul style="list-style-type: none"> Community organisations Government and non – Government agencies Visitors, guests Specialist consultants and service providers Industry partners Education sector 	<ul style="list-style-type: none"> To promote the interests of the University; provide information/share information To manage services requested To build and leverage relationships, collaborate and consult.

Delegations Exercised	Recommendations Expected
<ul style="list-style-type: none"> This position does not hold formal delegations under the University's Delegations of Authority Policy. 	<p>This role is expected to make recommendations in terms of:</p> <ul style="list-style-type: none"> Clinical decisions in regard to clients/students. High risk to self and or others to be reported to Manager as soon as possible after the immediate danger is managed.

Key Challenges of the Position:

- Delivering of services in a multi-campus environment;
- Balancing the needs of students, staff and the University when delivering high quality customer service;
- Achievement of best practice in the provision of services to staff and students in a changing, diverse environment;
- Keeping abreast of developments relevant to students with disabilities;
- Balancing direct client work with preventative approaches, project work, and prioritising urgent client related activities when needed;

Mandatory Training Requirements:

- WHS Online Modules: 1, 2, 3 & 4
- Orientation Online Modules
- TRIM
- EEO Online Modules
- Privacy Management Online
- Orientation Online Modules

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- University Orientation Day (for new starters)
- Bullying Prevention
- CRM (case management)
- MHFA
- Cultural Responsiveness Training
- Student Management System Training
- Cyber Security at Western Sydney University
- Reducing the Transmission of COVID-19 at Work

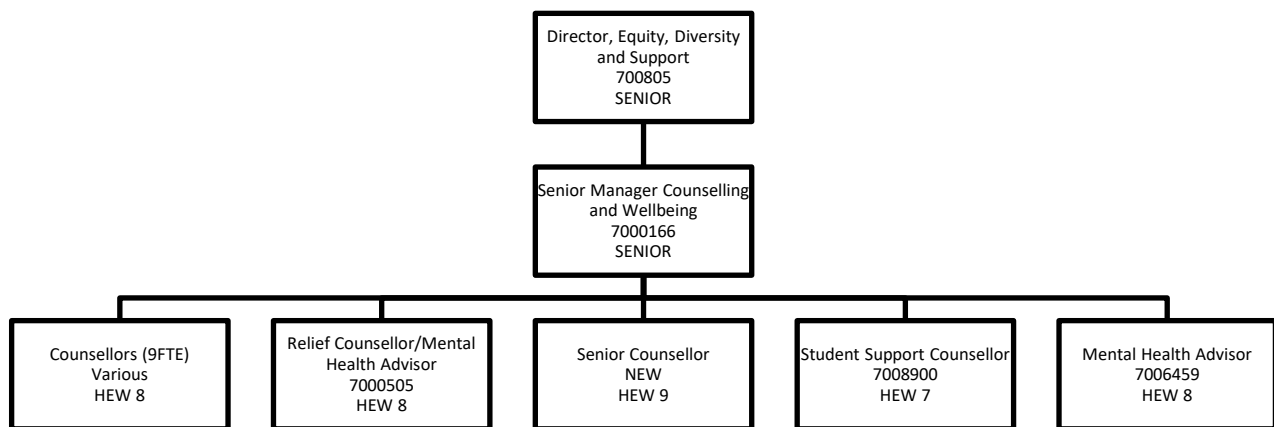
Selection Criteria:

1. A Social Work or Psychology degree as well as membership of the Australian Association of Social Workers (AASW) or the Australian Health Practitioner Regulation Agency (AHPRA) and 5 years' experience in the direct provision of counselling services in an organisational setting.
2. Experience in group work, educational or teaching roles, and the use of technology in supporting these roles.
3. Demonstrated capacity to design, deliver and evaluate counselling and training programs and apply information and data to inform good counselling practice
4. Demonstrated awareness of issues of concern to university students, including mental health, cultural, ethnic, or racial matters, sexual preference, and religious preference.
5. Demonstrated skill in negotiating and resolving sensitive and complex issues on behalf of clients and demonstrated flexibility in approach and a willingness to learn and embrace change.
6. Demonstrated well-developed communication skills - oral, interpersonal, and written, including the proven ability to liaise at a high-level with a diverse range of people and organisations and well-developed computer literacy skills and a willingness to use technology in the provision of services.
7. Proven ability to establish and maintain effective relationships with relevant external bodies, e.g. health, welfare and educational agencies, including referrals to appropriate services, and improving representation within WSU, and to source appropriate internal and external assistance as required.

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8. It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children clearance in accordance with the NSW Child Protection (Working with Children) Act 2012.

Organisational Chart:



Position description approved by: Executive Director, Human Resources

Date position description approved: 2 4 / 1 1 / 2 0

Position description last reviewed by:

Date position description last reviewed: / /