

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Counsellor, Residential Life Counselling and Psychological Services

POSITION NUMBER	0062845 & 0062847
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 8 - \$119,752 - \$129,607 per annum (pro rata for part time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time or 0.8 FTE. (2 x positions available)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Orania Tokatlidis Tel +61 3 8344 6927 Email orania@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

Counselling and Psychological Services (CAPS) is part of the Wellbeing suite of services in Student Success, Student and Scholarly Services. CAPS provides free psychological counselling to students and staff and delivers a range of training and consultancy activities. The service is led by a Manager, with three Senior Counsellors, overseeing the day-to-day operation of the service and comprises around 30 people including Counsellors, Locum/Psychology Registrar Counsellors, Intern Counsellors and reception/administration staff. The University Colleges and Residential Life portfolio comprises five accommodation sites including Little Hall, Lisa Belleair House, The Lofts, International House and Wilam Hall and residential services and operations.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse

workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Counsellor Residential Life positions provide psychological counselling, and training and consultancy activities, consistent with CAPS operational guidelines. Psychological counselling is focussed on triage, initial assessment, shorter-term treatment and/or appropriate referral, with specific emphasis on the identification and management of clients in high-risk situations.

Psychological services involve the planning, provision and evaluation of workshops, therapeutic groups, training programs, and online programs or resources addressing issues and potential problems derived from identified trends in client presenting problems or targeting student cohorts within the University community. The Counsellor Residential Life roles specifically focus on provision of counselling and psychological services to the University Colleges and Residential Life portfolio. Counsellors may also be involved in the delivery of clinical supervision to interns on placement with CAPS.

These roles work closely with the Director, University Colleges and Residential Life, Residential Program Managers and Community Managers to improve the wellbeing and safety of residents and staff. The positions are located at both the Parkville campus and on site at the five residential accommodations for part of the working week.

Reporting line: The Counsellor will report to a Senior Counsellor, CAPS.

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Extensive

Operational context: All students and staff of the University of Melbourne who reside or work at University Colleges and Residential Life are eligible to access CAPS services.

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities

and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

COUNSELLING

- ▶ Provide a high standard of psychological counselling including initial assessment, with an emphasis on identification and management of clients in high-risk situations, and appropriate referral and/or shorter-term treatment intervention.
- ▶ Participate in regular CAPS supervision, case-management/peer review processes and maintain appropriate case records and management of sensitive client information in keeping with the CAPS operational guidelines, professional standards, legislation and policies, and University requirements.
- ▶ Maintain knowledge of emerging or current issues in counselling theory and practice and currency of practice.

PSYCHOLOGICAL SERVICES

- ▶ Provide a high standard of in person and online psychological activities that promote wellbeing and safety of residents and staff including workshops, mental health and wellbeing literacy programs, and other related activities.
- ▶ Provide consultancy, support, advice and policy recommendations regarding student wellbeing and safety to the Residential Life Director and Team Managers based on expertise, evidence, and knowledge.
- ▶ Liaise with and strengthen partnerships with University support resources and external service providers to support a coordinated welfare response to students in need.
- ▶ Provision of clinical supervision to interns on placement with CAPS, where appropriate.

OTHER

- ▶ Familiarity with Office 365 suite of programs, Zoom and other applications to facilitate the provision of counselling and psychological services both online and in person.
- ▶ Continuously develop professional knowledge and skills relevant to the role and the organisation's broader objectives including maintaining regular clinical supervision.
- ▶ Actively contribute to a safe, respectful, healthy, and inclusive workplace environment and team culture that fosters innovation, teamwork, high achievement, continuous improvement, and job satisfaction.

Residential Life Counsellors are expected to demonstrate professional autonomy and decision-making in relation to client assessment and management issues. In most instances Counsellors will determine an

appropriate course of action without reference to colleagues but may when necessary consult with colleagues and senior CAPS staff through case discussion, and where appropriate with Residential staff. They must have the capacity to respond rapidly, sensitively, and creatively to complex and unpredictable situations where extreme emotional or psychological states may be evident and make decisions in the face of numerous uncertainties and a range of options.

In situations where there is an assessment of significant risk to the client or others, the Counsellor is obliged to act in accordance with their professional training and background and actively consult with the senior team of CAPS (Senior Counsellors and/or Manager) and, where appropriate, leadership of University Colleges and Residential Life.

Counsellors maintain a balance between the needs of the University in the provision of counselling services with the requirements and obligations of Counsellor professional registration, training, and background.

Selection Criteria:

Education/Qualifications

The appointee will either have AHPRA psychologist registration (clinical or counselling endorsement) or accreditation as a mental health social worker with a relevant postgraduate degree at master's level or above or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

Essential

1. Extensive post qualification experience in the provision of counselling and psychotherapeutic services, including with people from diverse cultural backgrounds.
2. Demonstrated ability and experience to plan, deliver and evaluate in person and online therapeutic group interventions, workshops, training programs and consultancies.
3. Demonstrated experience in the assessment and management of complex clinical matters, cognitive and emotional, mental health, and developmental issues, including case planning and review, within a self-management framework.
4. Excellent interpersonal skills with a demonstrated ability to develop and maintain effective relationships with stakeholders across the health and residential life area.
5. Demonstrated cultural awareness and an ability to work positively and productively with individuals from a variety of international, racial and religious backgrounds.

Desirable

1. Experience in the provision of clinical services within a shorter-term counselling and clinical management model, and/or in a university context.
2. Demonstrate service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people, and building relationships in your workplace.
3. Experience in the provision of clinical supervision to interns.

Other job related information:

Special Requirements

- ▶ For Psychologists, full and current registration as a psychologist with Australian Health Practitioner Regulation Agency (AHPRA), plus endorsement to practice in Clinical Psychology or Counselling Psychology and as a PsyBoard approved supervisor.
- ▶ Full membership or eligibility for a membership, of the AASW or APS or equivalent.
- ▶ The successful applicant will be required to undergo a police check and have a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.
- ▶ Counsellors may be required to work during CAPS hours of opening including up till 6pm on some evenings and occasionally be requested to participate in University Colleges and Residential Life events out of ordinary hours.