

SENIOR COUNSELLOR, COUNSELLING AND PSYCHOLOGICAL SERVICES

DEPARTMENT/UNIT	Counselling and Psychological Services (CAPS)
FACULTY/DIVISION	Office of the Deputy Vice-Chancellor (Student Experience) and Senior Vice-President
CLASSIFICATION	HEW Level 8
DESIGNATED CAMPUS OR LOCATION	Caulfield campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The **Student Experience** portfolio brings a sharp focus to the entire student experience, an experience which extends beyond a classroom education and encompasses academic, social, cultural, and well-being aspects to foster student belonging, academic readiness, and confidence.

The Student Experience portfolio brings together student-facing functions and capabilities from across the University to deliver a cohesive student experience. The portfolio enables the University to drive and advance our goals of widening participation of students from disadvantaged groups and facilitating their success, in line with Impact 2030.

This position is located in **Counselling and Psychological Services (CAPS)**. We provide a range of professional services and development programs to promote student and staff health and wellbeing. By providing a range of services, we aim to build each individual's capacity to work, study and participate in the community experience whilst at Monash. For information on the range of services we offer, please visit <https://www.monash.edu/health/home>

POSITION PURPOSE

The Senior Counsellor, Counselling and Psychological Services provides expert confidential psychological counselling, professional leadership and psychological services to the university community. The position participates in the delivery of a range of mental health literacy programs and project work in support of improving the health and wellbeing of students and staff at Monash. The position will also supervise clinical placement students.

Reporting Line: The position reports to the Manager, Counselling and Psychological Services, under broad direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Provide expert individual psychological counselling to members of the university community. A minimum of five client hours per day when not delivering mental health programs, responding to acute emergency mental health presentations or supervising clinical placement students or other approved project work.
2. Manage the response and delivery of urgent one-on-one counselling sessions at the direction of the UHS Triage or mental health nurse (or delegate), prioritising these responses over all other non-clinical activities unless actively delivering a mental health program at the same time
3. Devise solutions and provide practical advice to senior management to address highly-complex psychological related issues
4. Provide clinical supervision to psychology students on placement by developing, assessing and providing feedback, including written reports, while ensuring a high level of care to clients
5. Manage and utilise the record management, filing and reporting systems to maintain records, manage documentation, coordinate workflow and collate reports, meeting deadlines with a high level of accuracy and compliance
6. Develop and maintain strong partnerships with key stakeholders and contacts including conducting presentations and hosting and attending stakeholder meetings
7. Contribute to the development, delivery and evaluation of evidence based psychological programs and training initiatives aimed at improving the health and wellbeing of students and staff and which are aligned with the Monash Impact 2030 Strategic Plan.
8. Contribute to the University risk management and crisis response team by providing psychological expertise in the assessment, management and implementation of risk mitigation strategies for high risk cases, including leading or coordinating the counselling team response to acute mental health incidents.
9. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Full registration with the Australian Health Practitioner Regulation Agency: Psychology Board of Australia (AHPRA) with a minimum of 5 years' experience; or
 - post-graduate qualifications in psychology or other relevant discipline, or progress towards a post-graduate qualification with extensive relevant experience; or
 - an equivalent combination of relevant experience and/or education/training preferably in a higher education environment or comparable clinical setting.

Knowledge and Skills

2. Knowledge of and experience in working clinically with a range of evidence based psychological interventions that demonstrate efficacy in a short-term clinical work context.
3. Substantial experience and knowledge of community mental health services and referral procedures, including results-focused case management
4. Highly developed planning and organisational skills, with experience establishing priorities and meeting deadlines
5. Demonstrated ability to meet or exceed KPIs while maintaining quality and customer care
6. Highly developed relationship management and consulting skills, including the ability to interact, influence and negotiate at senior levels
7. Demonstrated ability to work autonomously and cooperatively in a team environment and foster a culture of focussed customer service and continuous improvement
8. Outstanding interpersonal and communication skills, including demonstrated expertise in the development, delivery and evaluation of professional communication material, presentations, and evidence based programs
9. Excellent consulting skills, including the ability to devise practical solutions to complex issues

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.