Position Description

Senior Coordinator, Student Wellbeing Connect

Position No:	50148132
Business Unit:	Deputy Vice-Chancellor (Academic)
Division:	Wellbeing Services
Department:	Mental Health and Wellbeing
Classification Level:	HEO7
Employment Type:	Full time, Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits
Further information about:	
La Trobe University:	http://www.latrobe.edu.au/about
Wellbeing Services:	https://www.latrobe.edu.au/students/support/wellbeing

Position Context

The role of Senior Coordinator, Student Wellbeing Connect, sits within Wellbeing Services, which is part of the Student Experience and Employability Division at La Trobe University.

Wellbeing Services provides various supports to La Trobe University students and staff across all La Trobe University campuses. Our services include Student Wellbeing Connect (complex case management), Generalist Counselling, Men's Wellbeing Counselling, LGBTIQA+ Wellbeing and Counselling, Staff Wellbeing Connect, Student Legal Services, Multifaith and Spiritual Wellbeing, and Student-led Mentor Programs. These services deliver high quality, consistent, and equitable services to address the emotional, psychological, and physical wellbeing needs of university students and staff.

Reporting to the Team Leader, Student Wellbeing Connect; the role of Senior Coordinator, Student Wellbeing Connect aims to contribute to the health and wellbeing of students by the delivery of clinical case management. The Senior Coordinator is responsible for the provision of high-quality complex clinical case management services to students, including secondary consultation and advice, wellbeing support, case management, crisis intervention including risk assessment, care coordination, advocacy, supportive counselling, referral and evaluation of options and services, to meet students' comprehensive psychosocial and wellbeing needs.

This role will also facilitate the coordination of care and individual support for students experiencing significant and complex psychosocial issues that are impacting on their personal and academic success. In addition, this role will provide victim-centred and trauma-informed interventions and support for students who have experienced violence, harassment, bullying or who have been impacted by other students' problem behaviour, and include wellbeing support for students going through university student conduct procedures.

Wellbeing Services operate as a multi campus team, and as such, travel to other campuses may be required from time to time.

Duties at this level may include:

- Provide high quality clinical case management support including engagement, assessment, goal setting and case reviews for students presenting with complex psychosocial needs, with a focus on providing service to complex students.
- Apply clinical case management strategies, knowledge and expertise to assist students in reaching their outcomes alongside minimizing risk to self and adverse impacts on their studies.
- Develop clinical case management plans with identifiable goals and continue to evaluate and monitor progress.
- Work collaboratively across Wellbeing Services teams and provide clinical support and coverage to Wellbeing Services centralised intake as required.
- Liaison, consultation, and advocacy with university stakeholders, including Student Wellbeing Services, Accommodation Services, International and Academic Advisors, Colleges and others to support successful outcomes for students.
- Build knowledge of and relationships with external community agencies (e.g. specialist family violence services, area mental health services) as well as relevant mental health and wellbeing agencies to ensure that appropriate referral pathways and robust education and promotional activities are undertaken to support students.
- Maintain compliance and professional standards, including monitoring, reporting and record keeping practices.

- In consultation with the Team Leader – Student Wellbeing Connect, and/or Senior Manager/s Clinical Lead, Wellbeing Services; manage crisis situations and matters affecting the welfare and risk of students.
- Contribute to program development, policy, and planning work, in line with policy, strategic goals, and legislative requirements.
- Participate in the development and delivery of relevant training for staff and students around health and wellbeing needs of students as required.
- Contribute to and support relevant continuous improvement programs as required.
- Keep accurate activity information and data in line with relevant reporting requirements.
- Other duties as required.

Essential Criteria

Skills and knowledge required for the position

- Qualifications in Social Work or Psychology, with significant time post qualification and extensive relevant experience in case management, counselling and wellbeing support. Eligibility for membership of the AASW (Social Work) or registration as a psychologist with the Australian Health Practitioners Regulation Agency.
- Demonstrated experience in case management roles with experience in managing complex psychosocial issues, behavioural management, crisis intervention, risk assessment and managing a demanding case load.
- Highly developed written and verbal communication skills and excellent interpersonal skills, especially the capacity to work collaboratively with multiple stakeholders.
- Demonstrated experience and success in working with diverse client groups, including the ability to engage and build rapport with complex clients.
- Demonstrated high level of self-motivation and personal management skills, including effective time management, ability to work autonomously, strategies to successfully balance priorities, and positive self-care.
- Demonstrated knowledge of policy, reporting and legislative requirements associated with the discipline.
- Demonstrated ability to develop and manage multiple stakeholder relationships to achieve outcomes.
- Experience in working in a trauma informed, victim centred manner, including experience in working with (but not limited to) people who have experienced intimate partner violence, harassment, bullying and sexual assault.

Capabilities required to be successful in the position

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Ability to cultivate and create space for creativity and innovation, enabling staff members to solve local problems and identify improvements to current work practices.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working with Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.
- Satisfy eligibility requirements for membership of the AASW (Social Work) or hold registration as a psychologist with the Australian Health Practitioners Regulation Agency.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

La Trobe Cultural Qualities

For People and Culture Use Only

Initials: Date: