

Position Description

Student Wellbeing Liaison



Details

Faculty or Portfolio	Deputy Vice Chancellor Academic Portfolio
Division or School or Institute / Team	Student Services / Student Health and Wellbeing
Employment	Fixed Term, Part-Time
Location	Geelong Waurun Ponds Campus
Classification	HEW 7
Manager	Manager, Student Psychological Programs and Services

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

[Strategic Plan – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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Overview

The primary purpose of the Student Wellbeing Liaison is to provide initial response/support and conduct health and wellbeing assessments for students who present in high distress. The role will be responsible for the de-escalation of student distress, identification of student health and wellbeing needs, and prioritisation of service provision. The Liaison will develop university community knowledge, capacity and commitment to student health and wellbeing by providing secondary consultation to members of the Deakin community (including students/staff and contractors) regarding student distress, and appropriate support and referral options.

Responsibilities

1. Assess the nature of student distress, identify relevant contributing factors including health and wellbeing concerns, conduct mental health risk assessments where relevant, and determine urgency of support required
2. Through the provision of staff consultation, educate members of the community regarding student distress and student mental wellbeing as well as the Health and Wellbeing Services available to students.
3. Maintain timely and accurate student health records and statistics in line with relevant confidentiality and privacy legislative requirements, and Deakin's records management policies
4. Strive for excellence, using a client centred evidenced based approach, seeking feedback from clients (staff and students) regarding their satisfaction with service received, respond to feedback with openness and transparency and seek to identify ways to improve service provision
5. Provide ethical and evidence-based advice to clients, promoting value-adding insights and recommendations
6. Build new and strengthen existing relationships with a diverse range of stakeholders across the University, to ensure efficient and effective referrals
7. Develop and implement practical, accessible support solutions based on stakeholder needs
8. Engages others through clear and accurate communication, using diplomacy, tact and discretion whilst handling sensitive and confidential information.

Relationships

- Internal relationships: Health, Wellbeing and Support Services, Student Academic and Peer Support Services, Faculty course advisors, Student Services, Residential Services support, Library, DUELI
- External relationships: Local hospitals, Emergency departments, including psychiatric triage / CATT services, Specialist support services (DV, AOD, housing), Deakin College, DUSA, police

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Selection

Qualifications and experience

- A relevant undergraduate degree with subsequent relevant experience in the area of mental health intake/triage such as social work or psychology, welfare, counselling, mental health nursing or An equivalent combination of relevant experience and/or education/training.
- Experience in sensitively managing initial disclosures, including sexual harassment and assault, family/domestic violence, mental health issues (suicidal / homicidal/psychotic experiences)
- Demonstrated practice in providing a client-centred approach, a high level of professionalism, and ethical conduct.
- Demonstrated experience in working collaboratively within multidisciplinary services to enhance client health and wellbeing outcomes to ensure timely and effective service provision (desirable)
- Direct relevant experience within a tertiary environment (desirable)

Capabilities

1. **Analysis and Problem Solving:** Sources relevant information; identifies problems, and offers sustainable practical solutions
2. **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others
3. **Emotional Intelligence:** Recognises emotions in self and others; uses emotional cues to guide thinking and behaviour
4. **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
5. **Navigating Complexity:** Proactively and quickly making sense of complex issues; responding effectively to difficult and ambiguous situations.
6. **Personal Resilience:** Maintains composure and focus under pressure, adapts to changing situations and recovers from setbacks

Special Requirements

- Infrequent work outside business hours is required (e.g., work at evening or weekend events is required)
- Infrequent travel will be required to other campuses
- Working with Children Check (refer to Recruitment Procedure)

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.