

POSITION DESCRIPTION

Student and Scholarly Services

Chief Operating Officer Portfolio

Associate Director, Wellbeing Services

POSITION NUMBER	0049472
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	Senior Manager 1
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
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	Mr Tim Brabazon Director, Student Services Tel +61 3 8344 6916 brabazon@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

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, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- 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.

WELLBEING SERVICES

Wellbeing Services is a newly formed group that includes the university's Health Service, Counselling & Psychological Services (CAPS), Student Equity & Disability Support (SEDS) service, as well as the Chaplaincy service.

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 University's People Strategy 2015-2020 and policies that address 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 Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Associate Director, Wellbeing Services is responsible for leading a team of staff and allied professionals working across the *Health Service, Counselling and Psychological Services* (CAPS), the *Student Equity & Disability Support* (SEDS) service, and the *Chaplaincy* service.

This role works to ensure the provision of authoritative advice, expert consultation and intervention in relation to these student-facing and, in some cases, staff-facing services, and their proactive engagement and contribution to the broader university community.

The Associate Director holds a combination of accountabilities for the quality of the services delivered, their alignment with broader university strategies and commitments, and the achievement of agreed outcomes for the included services.

Reporting line: Director, Student Services

No. of direct reports: 4

No. of indirect reports: 41 to 50

Direct budget accountability: Approximately \$2 million per annum

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Extensive

Judgement: Extensive

Operational context: University-wide

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:

- Working with the Managers of the in-scope services, design, deliver and evaluate service models that recognise and respond to the evolving needs of the university community, enabling high quality service outcomes for students, staff and other stakeholders.
- Ensure the delivery of all in-scope services, and enable high quality, effective and efficient outcomes that are aligned with relevant university strategies, portfolio plans, and approved local budgets.
- Provide advice on, and where necessary direct management of, complex psychosocial and behavioural risk issues, as a point of escalation from other sources within the University, including complex and/or high-risk out-of-hours student matters.
- Provide expert advice and leadership to senior executives, and the broader University community, on issues and trends in student, staff and community health and wellbeing.

- Working with colleagues from across the broader university community, enable the delivery of a suite of proactive wellbeing-focussed initiatives, as well as the provision of effective self-help resources.
- Ensure the necessary accreditation requirements for all in-scope services are maintained, and in partnership with staff ensure exemplary records management and document and data storage processes are in place, and that service delivery complies with relevant professional standards, legislation and policies, and in keeping with the requirements of the University.
- Lead the adoption of emerging health, counselling, disability, and inter-faith related good practices, the appropriate integration of emerging technologies, and initiating and overseeing the design, development and evaluation of services/initiatives that improve service access and effectiveness for key client groups.
- Through best practice and benchmarking, identify opportunities for new or revised in-scope services and programs, and lead the development of the necessary business cases, budgets, plans and documents to secure resources and enable delivery.

Special requirements

- This role actively engages in the resolution of out-of-hours student matters.
- This role requires the incumbent to hold a current and valid Working with Children Check.

Selection Criteria:

Education/Qualifications

1. A relevant clinical postgraduate qualification (e.g. Psychology, Medicine, Social Work) with significant management experience in a large complex organisation, preferably in the higher education sector, or an equivalent combination of relevant experience and or education/training.

Knowledge and skills:

2. Demonstrated experience in the leadership of clinical services, spanning the leadership of a cohort of highly-qualified staff in a large, complex setting, and in the management of complex client matters.
3. Demonstrated conceptual, analytical and problem-solving skills, resulting in the development, delivery and evaluation of new ideas and innovative services/programs, ideally in the broad area of wellbeing.
4. Demonstrated high level consultation and negotiation skills, to effectively manage and enhance relationships and partnerships, both within an organisation and with external partners.
5. Demonstrated outstanding interpersonal, communication and organisational skills including tact and diplomacy, and a collaborative style with the ability to inform and influence others.

6. Demonstrated ability to provide high level advice to senior management and key stakeholders on the development and delivery of strategic and operational objectives, ideally for wellbeing-related topics.
7. Demonstrated skill in business planning, financial management, and resource allocation, reflecting a level of commercial acumen within a complex and evolving large-scale organisation and cost-constrained environment to achieve strategic and operational goals.