



Position Description

Clinical Lead, Student Counselling Services

Position Number: XXXXXX
Position Title: Clinical Lead, Student Counselling Services
Date Written: May 2018

Faculty / Division: DVC Academic
School / Unit: Student Life & Community
Position Level: Level 9

ORGANISATIONAL ENVIRONMENT

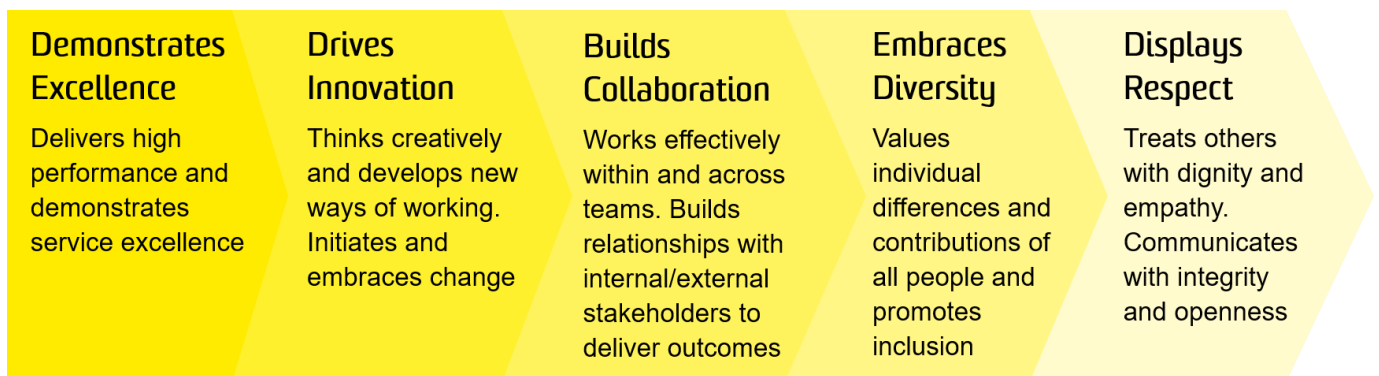
UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Student Support and Services function, led by the Deputy Vice-Chancellor (Academic), has a central team comprised of four pillars (Student Client Services, Student Support and Systems, Student Life and Community and the Pro-Vice Chancellor Education) which will work together, and partner with UNSW Faculties, to deliver shared services and a great student experience.

This structure will be supported by a tiered service model that will deliver a central service for enquiry management whilst maintaining a local presence within UNSW Faculties, and other locations, for specialised services.

The Student Life and Community portfolio will oversee the majority of shared Tier 3 services, focusing particularly on enhancing the student experience through support services and extracurricular activities. The Student Life and Community team is formed by Student Development & Support, International Student Experience, Student Health & Wellbeing, Residential life on campus; Sport, Art, Cultural, Religious Life; and Student Clubs and Societies. This area will drive the management of these services and will work with the integration of the digital systems to ensure a consistent level of support and greater access to extracurricular opportunities is provided to all UNSW students

The UNSW Student Counselling Unit is a busy front facing student service team that provide counselling and psychological treatment to enrolled students, including; crisis response; individual counselling and consultation services; and referrals to relevant internal and external health providers. In 2017 calendar year there were approximately 10,800 one on one individual student consultations with the psychologist's team and approximately 350 individual students who were identified and supported by the clinical team categorised as students with significant risk.

The role of Clinical Team Lead Student Counselling Services reports to the Head of Student Health and Wellbeing. As this is a new role in a newly formed service of the University, direct reporting relationships are still under consideration and will be developed over the coming twelve months.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Monitor the day to day workload of a team of professional psychologists to deliver an effective and high-quality counselling service to enrolled UNSW students within the annual agreed budget position for the Unit
- Undertake an assessment of the alternate counselling service delivery models existing within the higher education environment and recommend changes to UNSW service delivery model to enable the Counselling Unit to better meet the needs and demands of the UNSW student cohort
- Within the direction of the Head of Student Health and Wellbeing, analyse the recommendations of the 2017 Student Mental Health Review and where relevant implement new actions for the Counselling Unit
- Alongside the Head of Student Health and Wellbeing, manage the ongoing required governance systems and regulatory requirements for a unit providing psychological services to a student body and ensure that staff have the necessary training and professional development to maintain professional accreditation and quality in all areas of operation.
- Lead a high-performance culture within clinic services, promoting a shared vision of service goals, collaborative setting of team and individual goals and expectations
- Through consultation with colleagues at other universities, ensure that UNSW is implementing best practice in its Counselling Unit policies and programs

- Through consultation with the Team Lead Health Promotion Unit ensure that UNSW provides relevant and appropriate on-line and face to face training sessions to support UNSW student resilience and mental health awareness and promotion of emotional wellbeing that assists students to better progress through their education journey
- The position will have a part-time patient/case load.
- Implement the UNSW Health and safety management system within your area of responsibility.

SELECTION CRITERIA

- Appropriate post-graduate qualifications relevant to a managerial position of a busy Counselling Unit
- Demonstrated experience in change management and previous experience in driving service delivery model reform in a clinical setting
- A thorough understanding of issues facing tertiary education students and the key issues facing psychological counselling services today
- Ability to lead, motivate and coach staff effectively within a clinical setting
- Experience in an operational capacity with previous experience in finance and budget management
- Highly developed verbal and written communication skills; and an excellent track record in building and maintaining effective working relationships with a range of stakeholders
- Ability and capacity to identify, assess, prioritise and control the risks to the health and safety of staff, students and visitors and to the environment arising from the unit's activities
- Demonstrated ability to implement equal opportunity policies and programs
- Ability and capacity to implement required UNSW health and safety policies and procedures.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.

This role requires the successful candidate to complete a working with children check.