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| **Position Title**  | Manager, Student Wellbeing |
| **Classification**  | Level 8 |
| **School/Division** | Student Life |
| **Centre/Section** | Student Wellbeing and Engagement  |
| **Supervisor Title**  | Associate Director, Student Wellbeing and Engagement |
| **Supervisor Position Number**   | 321540 |
| **Position Number** | 315337 |

**Your work area**

The Directorate of Student Life sits within the Education Portfolio, overseen by the Deputy Vice Chancellor of Education and Student Experience. Student Life plays an integral role in the shared strategic goal of providing a world-class student experience.

The Directorate has four core divisions, Student Administration, Student Offices, Student Equity and Success, and Student Wellbeing and Engagement. The scope of services centre on the student journey, from the provision of student programs and activities that support and promote access to UWA, to student enrolment, course planning, transition, and progression through the lifecycle of study to graduation. The Directorate is also responsible for the delivery of services that promote academic success and support wellbeing and engagement for an enhanced student experience. Student Life works closely with the Student Guild, affiliated residential colleges and the wider UWA Education portfolio.

The division of StudentWellbeing and Engagement facilitates a high-quality student experience through the provision of integrated and comprehensive services. The Wellbeing team is responsible for the delivery of the UWA Mental Health and Wellbeing Framework focusing on opportunities for early intervention and timely access to low barrier services. Student Wellbeing and Engagement has five broad areas of Complex Case Management, Counselling and Psychological services; early intervention services and cohort initiatives in Student Wellbeing; Student Engagement through Grand Challenges and the provision of a contemporary onboarding experience; and primary prevention initiatives and clinical response to gender-based violence through the Safe and Respectful Communities team.

**Reporting structure**

Reports to: Associate Director, Student Wellbeing and Engagement

Direct reports: Lead, The Living Room; Wellbeing Adviser, College Row; Wellbeing Adviser, International/HDR; Wellbeing Adviser, Law School, Wellbeing Adviser, ENG, PMC, AGE; Wellbeing Adviser, Business and Humanities, Wellbeing Adviser, UWA College and Head, Student Wellbeing University Hall

Dotted line report: Student Wellbeing Assistants

**Your role**

As the appointee you will, under broad direction, lead the development and implementation of a university-wide mental health and wellbeing framework working with key internal and external stakeholders. You will also be responsible for pro-actively setting an annual program to manage and support student mental health and wellbeing, minimising risk.

You will oversee case management, support and intervention for a diverse community of students with complex needs, to maximise the success of students and the safety of the University community.

**Your key responsibilities**

Lead and manage the Student Wellbeing team to ensure wellbeing support services are planned, implemented, executed and evaluated in alignment with strategic objectives.

Manage the student referral system, ensuring a team response that prioritises each enquiry according to the level of seriousness and urgency. Deliver comprehensive response mechanisms, including assessment of behaviour that has, or could, cause offence, fear, harm or trauma to self or others.

Establish, monitor and analyse the effectiveness of case management support and care arrangements for students supported by internal teams or referred to external/community providers and directly manage and support the implementation of action plans and interventions.

Make decisions and recommendations in real time for specific interventions based on individual case circumstances, and delegate to other areas of Student Life where appropriate.

Liaise with relevant internal and external stakeholders to ensure coordinated assessment, communication, decision-making, and actions are taken to address student referrals and appropriate support is provided.

Work closely with the Complex Case Manager and Student Critical Incident Response Team to ensure the resolution and closure of student critical incidents including complex cases involving perceived risk to self or others. This includes maintaining accurate records, closure reports, post incident reviews and practice and procedure changes as appropriate.

Establish the collection and reporting of student referrals and incident related matters and deliver expert and effective analysis, advice and support for the management of student wellbeing. This includes working closely with Heads of School, the Complex Case Manager and Manager Counselling and Psychological Services to best support student outcomes.

Build strong collaborative relationships with stakeholders across the University, to ensure the seamless and comprehensive delivery of student wellbeing support services and programs.

Lead, develop, implement and review policies, processes and systems, to drive continuous improvement and deliver best practice service, including risk mitigation.

Lead the proactive delivery of innovative early intervention and primary prevention student wellbeing initiatives, ensuring effective and consistent advice, support and service is provided across the University. This will include monitoring the design and development of initiatives, project planning, governance, communication and reporting.

Other duties as directed.

**Your specific work capabilities (selection criteria)**

Relevant tertiary qualification or demonstrated equivalent competency.

Current registration with an associated professional organisation, such as Australian Association of Social Workers (AASW), Australian Health Practitioner Regulation Agency (AHPRA), Psychotherapy and Counselling Federation of Australia (PACFA); or Australian Counselling Association (ACA).

Demonstrated ability to lead and manage an effective high-performance team, and to foster a positive team dynamic and student focused service culture.

Substantial experience working with complex cases including critical incidents and responding to disclosures of sexual abuse/assault, family/domestic violence and child safety matters requiring problem solving strategies and defensible, autonomous decision-making skills.

Demonstrated ability to manage competing priorities, including the ability to lead a team to ensure consistency of approach for various stakeholders’ needs and priorities.

Demonstrated experience working in a large and complex organisation with multiple policies, procedures and operating practices, with the ability to interpret policies and procedures.

Proven ability to develop and deliver early intervention and primary prevention programs, training and initiatives aimed at building capacity.

Demonstrated knowledge and experience in working with support agencies; current knowledge and commitment to legislative obligations for Equal Opportunity, Disability and Support for Students, and how these impact on service delivery.

Excellent written and verbal communication skills and high level organisation, consultation and negotiation skills with the ability to manage multiple priorities and meet deadlines.

Ability to work independently, show initiative and lead and work productively as part of a team.

Knowledge of and skills in working with cross-cultural and equity issues in counselling.

Demonstrated ability to contribute to long-term planning and key strategic direction.

**Special requirements (selection criteria)**

Occasional requirement for after-hours work

Current Working with Children Check

Current National Police Clearance Certificate

**Compliance**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University’s Code of Conduct [hr.uwa.edu.au/policies/policies/conduct/code/conduct](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hr.uwa.edu.au%2Fpolicies%2Fpolicies%2Fconduct%2Fcode%2Fconduct&data=05%7C01%7Cadrian.wilks%40uwa.edu.au%7Cd2aa1379b11d4d23da6808daa5b52c2e%7C05894af0cb2846d8871674cdb46e2226%7C0%7C0%7C638004494788378827%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ro9RJRnIO1RCAkoZ9YxXpslVjhVOLTZwcS%2FsBVP9ocs%3D&reserved=0)

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