



SENIOR COUNSELLOR

DEPARTMENT/UNIT	Counselling and Mental Health Programs
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 8
WORK LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The **Campus Community Division** is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>.

This position is located in **Counselling and Mental Health Programs**. We provide a range of professional services and development programs to promote student and staff health and wellbeing. By providing a range of services, we aim to build each individual's capacity to work, study and participate in the community experience whilst at Monash. For information on the range of services we offer, please visit <https://www.monash.edu/health/home>.

POSITION PURPOSE

The Senior Counsellor provides expert confidential psychological counselling, professional leadership and psychological services to the University community. The position also participates in a wide variety of project and program work in support of improving the health and wellbeing of students and staff at Monash.

Reporting Line: The position reports to the Senior Coordinator, Counselling and Mental Health Programs under broad direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Contribute to strategic planning and the development of counselling services, programs and initiatives aimed at improving the health and wellbeing of students and staff
2. Provide expert psychological counselling to the University community, according to key performance indicators, including the delivery of on-line counselling services as required and a minimum of five client hours per day when not delivering mental health programs, responding to acute emergency mental health presentations or supervising clinical placement students
3. Manage the response and delivery of urgent one-on-one counselling sessions at the direction of the UHS Triage Nurse (or delegate), prioritising these responses over all other non-clinical activities unless actively delivering a mental health program at the same time
4. Devise solutions and provide practical advice to senior management to address highly-complex psychological related issues
5. Contribute to the University risk management and crisis response by providing medical expertise in the assessment, management and implementation of risk mitigation strategies for high risk cases, including leading or coordinating the counselling team response to acute mental health incidents
6. Provide clinical supervision to psychology students on placement by developing, assessing and providing feedback while ensuring a high level of care to clients
7. Manage and utilise the record management, filing and reporting systems to maintain records, manage documentation, coordinate workflow and collate reports, meeting deadlines with a high level of accuracy and compliance
8. Design and deliver educational and skill training programs to the university community on a range of mental health topics based on national best practice guidelines and including evaluation to ensure that programs are of high quality and meet organisational needs
9. Develop and maintain strong partnerships with key stakeholders and contacts including conducting presentations and hosting and attending stakeholder meetings

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Full registration with the Australian Health Practitioner Regulation Agency: Psychology Board of Australia (AHPRA);
 - post-graduate qualifications in psychology or other relevant discipline, or progress towards a post-graduate qualification with extensive relevant experience; or
 - an equivalent combination of relevant experience and/or education/training preferably in a higher education environment or comparable clinical setting

Knowledge and Skills

2. Substantial experience and knowledge of community mental health services and referral procedures, including results-focused case management
3. Highly developed planning and organisational skills, with experience establishing priorities and meeting deadlines
4. Demonstrated ability to meet or exceed KPIs while maintaining quality and customer care
5. Highly developed relationship management and consulting skills, including the ability to interact, influence and negotiate at senior levels

6. Demonstrated ability to work autonomously and cooperatively in a team environment and foster a culture of focussed customer service and continuous improvement
7. Outstanding interpersonal and communication skills, including demonstrated expertise in the development, delivery and evaluation of professional communication material, presentations, and evidence based programs
8. Excellent consulting skills, including the ability to devise practical solutions to complex issues

OTHER JOB RELATED INFORMATION

- A current satisfactory Working With Children Check is required
- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.