

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Senior Counsellor Counselling and Psychological Services

POSITION NUMBER	0028694
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 9 - \$129,154 - \$134,374 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	0.8 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	Orania Tokatlidis Tel +61 3 8344 6927 Email orania@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

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

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, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- 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.

Counselling and Psychological Services (CAPS) is part of the Wellbeing suite of services in Student Success, Student and Scholarly Services. CAPS provides free psychological counselling to students and staff, and delivers a range of training and consultancy activities. The service is led by a Manager, with three Senior Counsellors, overseeing the day to day operation of the service and comprises around 28 people including Counsellors, Locum/Psychology Registrar Counsellors, Intern Counsellors (provisionally registered psychologists) and two reception/administration staff.

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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

Counselling and Psychological Services (CAPS) provides free psychological counselling to students and staff and delivers a range of training and consultancy activities to the University community.

The Senior Counsellor position plays a key leadership role within CAPS, and in partnership with two other Senior Counsellors, is responsible for the day-to-day co-ordination and provision of clinical and psychological services to students and staff. Specific responsibilities involve staff supervision,

operational oversight of clinical service delivery, including management of more complex or serious clinical issues, and development and monitoring of internal operating and quality control processes.

The Senior Counsellor position is directly involved in selection, supervision and professional development of continuing and locum clinical staff, as well as intern counsellors (provisionally registered psychologists) on placement with CAPS.

The position requires experience in coordination of professional counselling staff in a clinical setting, as a clinical supervisor of registered psychologists and as a provider of counselling and psychological services. The Senior Counsellor has approximately a half time counselling caseload of a full-time counsellor.

Senior Counsellors support the Manager as supplementary institutional points of contact on matters pertaining to mitigation of psychosocial risk associated with mental ill-health of staff and students, and for managing the psychosocial welfare of the University community in response to critical incidents.

The Senior Counsellor reports to the Manager of CAPS, supervises counsellors, locum counsellors, psychology registrars and oversees intern counsellors on placement with the service.

Reporting line: Manager, Counselling & Psychological Services

No. of direct reports: 8

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Significant

Judgement: Extensive

Operational context: All students and staff of The University of Melbourne are eligible to access CAPS services

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:

COORDINATION OF CLINICAL SERVICES

- ▶ Coordinate staff and other resources (systems and processes) necessary for the efficient and effective delivery of daily direct client services. This includes liaising with administrative and counselling staff to determine needs of specific and priority clients, optimizing the client appointment system for maximum accessibility and ensuring that any emergency client presentations are managed as per the Service's Operational Plan.
- ▶ Determine successful strategies for the management of complex clinical cases and case-management with University complimentary services and external mental health services, where relevant.
- ▶ Ensure exemplary client record management processes and practices are maintained according to recognised professional standards, legislation and policies, and in keeping with the requirements of the University through the Service client database.
- ▶ Configure and monitor client case management loads for counsellors, including a balance of appointments for intake/assessment and shorter-term treatment, alongside other psychological services activities.
- ▶ Coordinate systems and processes necessary for the efficient and effective delivery of psychological services (group interventions, workshops and training) including planning, monitoring progress and evaluation.
- ▶ Conduct individual meetings with counsellors to monitor case management, caseload, clients of concern and psychological services activities. This includes reviewing performance and setting performance objectives in relation to service delivery.
- ▶ Monitor regular case-management and peer review processes designed to ensure high levels of service quality, providing total quality management mechanisms to all facets of clinical services.
- ▶ Ensure systems and benchmark quality-control indices are implemented at both the Service and individual counsellor level and that the Service meets standards for the provision of clinical services.
- ▶ Maintain and contribute knowledge and skills in current theories and practices of counselling and clinical supervision.
- ▶ Manage client feedback about quality of services, according to University and State Government guidelines.
- ▶ Ensure that systems are in place so that appropriate statistics are collected, analysed and reported to understand and review service outcomes and performance delivery.
- ▶ Chair regular meetings of counsellors, coordinate clinical supervision of locum, psychology registrar and intern counsellors and coordinate the provision of individual, peer or external supervision for counsellors.
- ▶ Coordinate a counselling related professional development program, in consultation with the Manager.
- ▶ Provide secondary consultations to the University community in relation to student and staff mental ill-health concerns and the mitigation of psychosocial risk and support for the university community in response to critical incidents, in consultation with the Manager.
- ▶ Participate in the management executive of CAPS.

- ▶ Other relevant duties as required by the Manager.
- ▶ Deputising for the Manager when required.

COUNSELLING

- ▶ Provide a high standard of psychological counselling including initial assessment, with an emphasis on identification and management of clients in high-risk situations, and appropriate referral or shorter-term treatment intervention.
- ▶ Participate in regular case-management and peer review processes and identify recurrent client management issues.
- ▶ Maintain appropriate case records and management of sensitive client information, in keeping with the operational guidelines of the Service, professional standards, legislation and policies, and University requirements.
- ▶ Maintain knowledge of emerging or current issues in counselling theory and practice and currency of practice.

PSYCHOLOGICAL SERVICES

- ▶ Engage in the provision of psychological service activities that are relevant to students including workshops, therapeutic group work, mental health and wellbeing literacy programs, consultancy and other related programs which address issues linked with trends in presenting problems, skill acquisition and/or development to enrich the student experience and contribute to the University community.
- ▶ Contribute to the development and provision of online programs and resources relevant to the University community.
- ▶ Provide clinical supervision to intern, psychology registrar and locum counsellors.

OTHER

- ▶ Work as a team to ensure that programs and services are communicated effectively via established channels and that feedback is utilised in the development and review of programs and services.
- ▶ Develop and manage effective collaborative working partnerships with key stakeholders to successfully deliver end-to-end student and academic services to the University.
- ▶ Familiarity with Office 365 suite of programs and ability to provide services both online and in person.
- ▶ Maintain agreed quality standard and targets for volume of client appointments and psychological services activities as outlined in the operational guidelines of the Service.
- ▶ Continuously develop professional knowledge and skills relevant to the role and the organisation's broader objectives including maintaining regular clinical supervision.
- ▶ Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.

Senior Counsellors are expected to demonstrate professional autonomy and decision-making in relation to client assessment and management issues. They must have the capacity to respond rapidly, sensitively and creatively to complex and unpredictable situations where extreme emotional or psychological states may be evident, be able to make decisions in the face of numerous uncertainties and a range of options.

Senior Counsellors maintain a balance between the needs of the University in the provision of counselling services with the legislative requirements and obligations of their professional registration, training and background.

Selection Criteria:

Education/Qualifications

- A post-graduate degree in Clinical or Counselling Psychology at Masters level or higher or an equivalent combination of relevant experience and education/training
- Full and current registration as a psychologist with the Australian Health Practitioner Regulation Agency, plus endorsement as a Supervisor and to practice in Clinical or Counselling Psychology.

Knowledge and skills:

1. Extensive experience as a coordinator of staff in a clinical counselling setting, including monitoring and supervision of staff clinical workload, case-planning and regular case review processes, and the evaluation of counselling and psychotherapeutic services.
2. Extensive experience in the management of complex clinical problems and situations requiring urgent intervention, including the ability to provide secondary consultation for complex clinical problems.
3. Experience in the assessment and management of mental illness and developmental issues in an early – adult or university population.
4. Extensive experience in the planning and provision of psychological services including workshops, therapeutic group interventions, mental health training and consultancies.
5. Extensive experience in the provision of clinical services within a shorter-term counselling paradigm.
6. Experience in quantitative and statistical analysis and report writing.
7. Experience in formal program/service evaluation and clear articulation of service standard and expectations.
8. Experience in online services and emerging technologies that can enhance CAPS service provision

Other job related information:

Special Requirements

- ▶ The successful applicant will be required to undergo a police check and have a current Working with Children's Check.
- ▶ Senior Counsellors may be required to work during CAPS hours of opening including up till 6pm on some evenings.