



Charles Sturt
University

Position Description



Intake and Triage Counsellor

Office for Student Safety & Wellbeing

Office of the Deputy Vice Chancellor (Students)

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|----------------------|---|
| Classification | Level 7 |
| Delegation Band | Delegations and Authorisations Policy (see Section 3) |
| Hours per Week | 35 |
| Nature of Employment | Continuing |
| Workplace Agreement | Charles Sturt University Enterprise Agreement |
| Date Last Reviewed | 24 January 2021 |

Office of the Deputy Vice-Chancellor (Students)

The Deputy Vice-Chancellor (Students) has oversight for leading and driving a student-centred culture across the student lifecycle, from aspiration and awareness through to graduation and alumni. The Portfolio supports the University's objectives to provide sector leading student recruitment and engagement practices, to ensure our students feel well supported on their learning journey whilst developing a lifelong connection to the Charles Sturt community.

The Portfolio includes the Divisions of Student Administration, Student Services, Future Students and Marketing, the Office for Student Safety and Wellbeing and the Advancement Office.

Office for Student Safety and Wellbeing

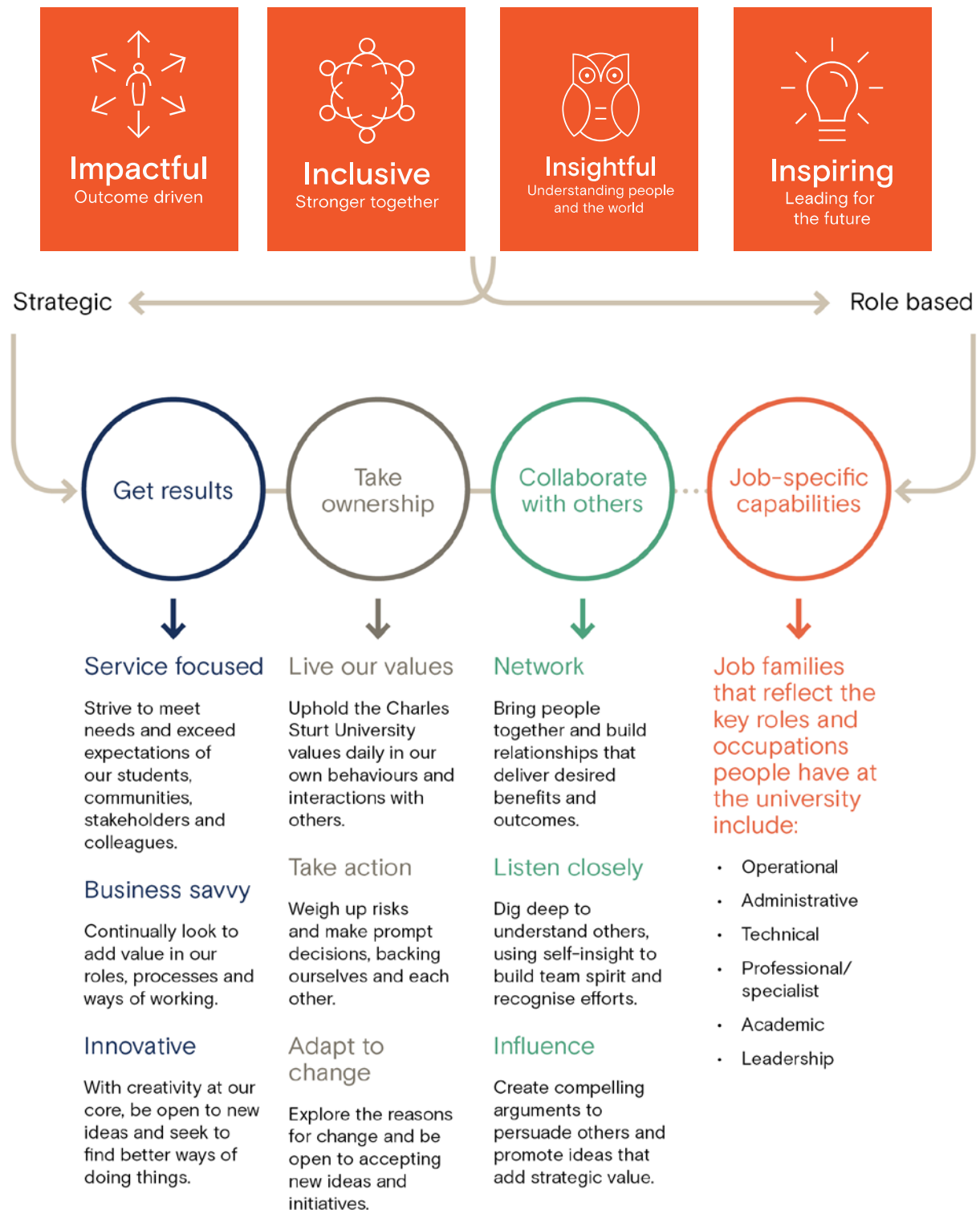
Staff in the Office for Student Safety and Wellbeing work collaboratively with Faculties and Divisions to enhance students' University experience. We recognise that successful transition into University depends upon a holistic approach involving safety, health and wellbeing, academic support and social integration. Through inclusive practices we provide information (health and mental health literacy), early intervention, health promotion and tertiary interventions (support and reporting processes) to enhance safety and wellbeing for students of all study modes.

The Office contributes to the student centred approach, student retention strategies and student satisfaction objectives of Charles Sturt University, to lead industry best practice.

The Office for Student Safety and Wellbeing incorporates the Safe and Fair Communities Unit; Student Counselling; and Disability and Access Teams.

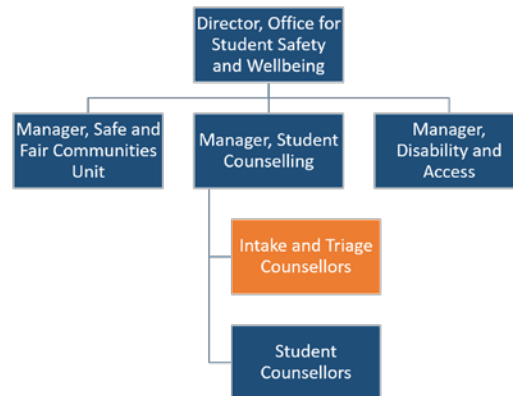


Our University Values





Organisational Chart



Reporting relationship

This position reports to: Manager, Student Counselling

This position supervises: Nil

Key working relationships

- Students of Charles Sturt University
- Staff within Office for Student Safety and Wellbeing teams
- Division of Student Services
- Faculty and Divisional Staff

Position overview

As part of the Office for Student Safety and Wellbeing, Intake and Triage Counsellors contribute to services and programs for students to address issues that affect academic and experiential aspects of student life; to enhance personal resilience and wellbeing, and the sense of belonging and engagement at university. This applies at any stage of the student lifecycle and studying through any modality.

As part of a small team of Intake and Triage Counsellors you will be in an exciting and challenging position where you will respond to students by undertaking assessments, provide crisis counselling or short interventions and determine immediate needs of students. You will provide a varied response depending on need, including the provision of urgent assistance, risk assessment, coordination of responses, referrals externally or to our Student Counsellors.

You will respond to students who are experiencing stress related to academic or personal issues. You will provide support for issues such as disclosures of sexual assault, family and domestic violence, mental health concerns and distress. You may also be required to provide support following critical incidents.

You will need to be agile, responsive and able to adjust to unexpected situations. You will need experience in crisis response and counselling and a demonstrated ability to apply theory and practice to a range of situations.



Principal responsibilities

- Provision of intake and triage functions, including assessment of suitability, risk, urgency and referral options.
- Provide best-practice evidence-based crisis and short term counselling, using theoretically sound and evidence-based approaches, available to all students of all study modes, via face-to-face, telephone and online modalities.
- Crisis intervention as appropriate to the need and context. This includes responding to disclosures of sexual assault or harassment, violence, hazing or domestic and family violence.
- Apply a solution focused approach to managing urgency and risk.
- Self-directed management of time and risk by effectively triaging requests for urgent assistance.
- Consult, liaise and collaborate with faculties, schools and other divisions to respond to urgent needs of students.
- Maintain professional currency and development, relevant to the themes and duties of the position, and to ensure professional accreditation is maintained.
- Maintain professional case notes and files in accordance with industry standards and guidelines of your professional body (ASSW or APS).
- Maintain a superior working knowledge of issues in the higher education sector, especially in the area of student safety and wellbeing, key legislation, policies and procedures of relevant systems and technologies, and available supports that underpin the team's activities and enhance the student experience.
- Actively contribute to team, divisional and organisational initiatives and strategies, including attendance at meetings, input to programs and initiatives, presentations and reports, and mutual collegial support.
- Other duties appropriate to the classification as required.

Physical capabilities

The incumbent may be required to perform the following:

- Work in other environments beyond the office, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving Hours Guidelines and Policy](#).
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A psychology or social work degree and unconditional membership of AHPRA (psychologists) or eligibility for full membership with AASW (social workers), with substantial experience demonstrating the application of the theories and principles related to the qualification.
- B. Demonstrated experience in crisis response, intake and triage functions and short-term solution focused interventions.
- C. Demonstrated experience in responding to disclosures of sexual assault or harassment, violence, or domestic and family violence.
- D. Personal work attributes that include: flexibility to adapt to changing or novel contexts; ability to work within a team environment; mature judgement to allow independent practice.
- E. Demonstrated high level verbal and written communication skills with the ability to work across campuses and in an online environment.

