



Position Description

Intake and Triage Counsellor

Student Counselling and Wellbeing Team

Division of Safety, Security and Wellbeing

Classification Level 7

Delegation band [Delegations and Authorisations Policy \(see Section 3\)](#)

Special conditions Working with Children Check

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed 1 June 2022



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university's eight key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• All injury frequency rate• Engagement
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment



Division of Safety, Security and Wellbeing

The Chief Operating Officer Portfolio.

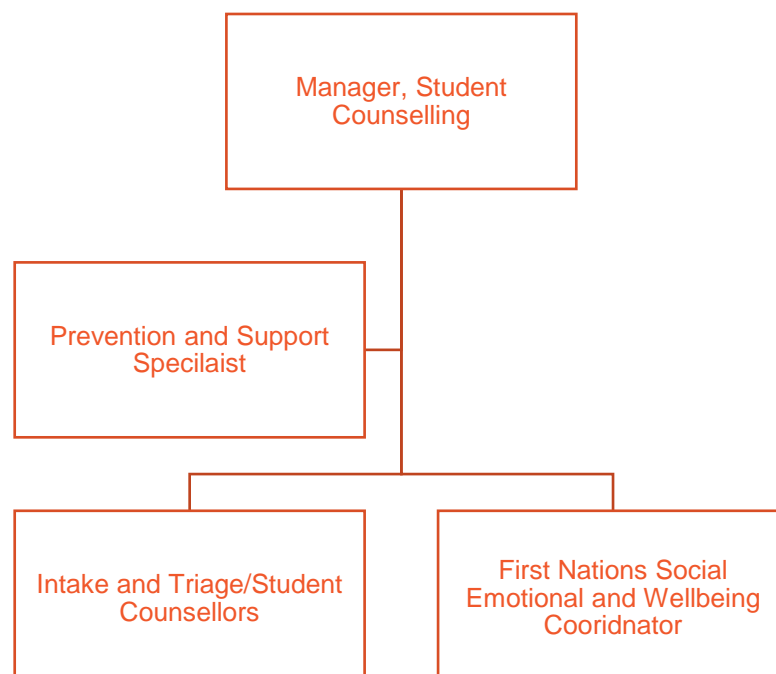
The Chief Operating Officer (COO) portfolio provides student and staff services to meet Charles Sturt's evolving needs and strategic goals. The portfolio works in partnership with teams across the University to drive innovation, transformation and improved performance within and across functions. It is responsible for the University's budget and financial performance, the management of its property, capital, and IT, people and culture, business development and strategy, marketing, student administration and services. In addition, the portfolio is responsible for the University's trading enterprises and subsidiary company. Reporting to the Vice-Chancellor and President, the COO is a member of the University's senior executive committee, the Vice-Chancellor's Leadership Team (VCLT), and provides strategic leadership to the heads of the following Charles Sturt Divisions:

- Finance and Corporate Services;
- People and Culture;
- Information Technology;
- Strategy, Business Development and Intelligence; and
- Safety, Security and Wellbeing.

The Student Counselling team work collaboratively with Faculties and Divisions to enhance a 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 Student Counselling team contributes to the student-centred approach, student retention strategies and student satisfaction objectives of Charles Sturt University, to lead industry best practice.

Organisational chart





Reporting relationship

This position reports to: Manager, Student Counselling

This position supervises: Nil.

Key working relationships

- Staff within Division for Safety, Security and Wellbeing teams
- Division of Student Services
- Faculty and Divisional Staff
- Students

Position overview

Our Intake and Triage/Student 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 a sense of belonging and engagement at university. These apply at any stage of the student lifecycle and in any study mode.

The role of our Intake and Triage/Student Counsellors is to provide individual counselling by appointment, using theoretically sound and evidence-based approaches face to face, by phone or online. They may also contribute their expertise through consultation, liaison, and collaboration with other parts of the Division and the wider university. All services are delivered in an inclusive and student-centred approach to policy and practice.

You will require qualifications in psychology or social work and relevant experience.

Principal responsibilities

- Provide best-practice evidence-based individual counselling, using theoretically sound and evidence-based approaches, available to all students of all study modes, via face-to-face, telephone and online modalities.
- Provision of intake and triage functions, including assessment of suitability, risk, urgency, and referral options.
- Crisis intervention as appropriate to the need and context, given limited scope and resources.
- Contribute to the development, implementation and evaluation of programs and resources to promote and support health and wellbeing that are sustainable, scalable, and effective.
- Consult, liaise and collaborate with Faculties, schools and other divisions on issues related to student wellbeing.
- 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 (AASW or APS).



- Maintain a superior working knowledge of issues in the higher education sector, especially in 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.
- Any other tasks and activities appropriate for the classification as directed by the supervisor.

Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Live our values	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
Adapt to change	Explore the reasons for change and be willing to accept new ideas and initiatives.
Network	Bring people together and build relationships that deliver desired benefits and outcomes.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.
Cope with pressure and setbacks	Cope with pressure, keep emotions under control, balance work and personal life, stay optimistic, handle criticism.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, 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 vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#).



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 understanding of an inclusive approach to the provision of intake and triage functions, short-term solution focused counselling services to meet the needs of students within the context of the contemporary tertiary education sector.
- C. Demonstrated ability to use relevant communications, record-keeping, and administrative technology, and to adapt to system changes.
- 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, utilising technology as appropriate.

