

<b>Position Title</b>	Complex Case Manager
<b>Classification</b>	Level 9
<b>School/Division</b>	Student Life
<b>Centre/Section</b>	Student Wellbeing and Engagement
<b>Supervisor Title</b>	Associate Director, Student Wellbeing and Engagement
<b>Supervisor Position Number</b>	321540
<b>Position Number</b>	322370

### **Your work area**

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

The Directorate has five core divisions, Student Administration, Student Offices, International Student Experience and Global Learning, 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 Student Wellbeing 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 and the provision of a contemporary onboarding experience; and primary prevention initiatives and clinical response to gender-based violence through the Respectful and Safer Communities team.

### **Reporting structure**

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Reports to: Associate Director, Student Wellbeing and Engagement

Direct reports: Coordinator, Mental Health Initiatives and Student Wellbeing Assistants

### **Your role**

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As the appointee, you will, under broad direction, work as part of a multidisciplinary team and be responsible for providing case management for students with multiple and complex needs, including referral to and coordination of internal and external stakeholders to ensure students receive adequate support.

You will contribute to the University's strategic objectives through provision of professional advice, participation in decision making and providing leadership to the University community on the mitigation of risk associated with serious student incidents, complex cases and in the delivery of educational programs.

### **Your key responsibilities**

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Provide complex case management services to students experiencing multiple and complex issues that are impacting on their wellbeing. This will include case management for students entering into / exiting the acute mental health system, students in high-risk domestic violence situations, sexual assault or sexual harassment and student diversity, equity and inclusion matters and other high risk matters.

Manage critical and serious student incidents, providing high level support and advice to the student critical Incident lead and student critical incident support team.

Lead comprehensive case management services for vulnerable domestic and international students including the assessment of needs, referral to and coordination of internal and external services involved in the care of the student and acting as the primary point of contact for matters relating to that student.

Provide high level advice and guidance to the mental health and wellbeing teams to ensure that demand for service is met and cases are assessed and allocated appropriately.

Provide high level advice and guidance to other areas of the University involved with supporting students with complex needs such as academic staff, affiliated University Accommodation providers, Integrity and Standards Unit and other support services.

Establish and build partnerships with relevant community organisations who can provide support and services to students with complex needs.

Provide high level advice, in consultation with the Manager, Student Wellbeing and Manager, Counselling and Psychological Services, on matters relating to students with multiple and complex needs and contributing to strategic planning, developing priorities, programs and services.

Engage and promote student wellbeing through the development and delivery of a range of activities and programs such as group and training programs.

Provide training and education to University staff regarding student wellbeing and supporting students with mental health issues.

Participate in and provide clinical supervision, case management review and other activities to ensure best practice.

Maintain appropriate records and prepare relevant reports as required by University policy, procedures and any relevant legislative frameworks.

Contribute to the development of Student Life resources.

Other duties as directed.

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

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Relevant tertiary qualification or demonstrated equivalent competency.

Current registration with an associated professional organisation, such as Australian Association of Social Workers (AASW).

Extensive experience leading case management services to a diverse group of students with multiple and complex needs, including assessment, crisis and short-term intervention, referral to

and coordination of services. Ability to manage complex clinical problems and situations requiring immediate intervention.

Extensive experience managing critical and serious incidents, including assessment of complex clinical problems and situations requiring immediate intervention.

High level analytical and problem-solving skills with proven sound judgement, and an ability to develop innovative solutions and maintain a process of continuous improvement.

Proven ability in providing guidance and clinical supervision to a team of mental health professionals.

Proven ability to establish partnerships with key stakeholders to ensure referral pathways and processes are in place along with a coordinated approach to providing care.

Proven ability to develop, deliver and evaluate effective programs and training that focus on student wellbeing.

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

Highly developed written and verbal communication skills, and interpersonal skills specific to consultation, liaison, negotiation, provision of workshops and clinical service delivery.

Highly developed organisational skills with the demonstrated ability to set priorities and to meet deadlines.

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email.

### **Special requirements**

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Occasional requirement for after-hours work (incident response)

Current Working with Children Check

Current National Police Clearance Certificate

### **Compliance**

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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](http://hr.uwa.edu.au/policies/policies/conduct/code/conduct)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](http://web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [safety.uwa.edu.au/](http://safety.uwa.edu.au/)