



Manager – Student Wellbeing

Portfolio/Faculty	Engagement and Support
Department/Workgroup	Student Wellbeing
Position No.	33001
Reports to	Executive Director – Engagement and Support
Classification	Non-Executive Officer
Direct reports	Manager - Counselling Counsellors Behaviour Risk Assessment and Management (BRAM) Counsellor Welfare Officer Departmental Administrative Staff
Date:	April, 2024

Portfolio/Faculty Overview

The Engagement and Support portfolio provides a range of Institute wide services that promote student engagement, success and foster a positive Holmesglen experience. The portfolio consists of a range of departments that support the student journey from pre-enrolment to graduation. Departments include:

- Apprentice Central
- Brand, Marketing and Communications
- Learning Skills Centre
- Library
- Registrar
- Student Recruitment
- Student Engagement
- Student Wellbeing

Department/Workgroup

The Student Wellbeing Department provides comprehensive counselling and welfare services to support the holistic health and welfare of students. This encompasses providing short term counselling sessions, crisis intervention and mental health support services across all Holmesglen campuses. Additionally, the department coordinates welfare programs aimed at addressing students' diverse needs, including financial assistance, housing support and food security initiatives. Through collaboration with Holmesglen departments and community resources, the department supports students to access necessary support systems to navigate challenges, promote resilience and foster a positive educational and personal experience.

About the Role

The Manager – Student Wellbeing is a pivotal role in supporting the mental health and wellbeing of students within the Institute. This position oversees the counselling services provided to students, manages a team of counsellors and welfare officers and collaborates with other departments to create a supportive and inclusive campus environment.

The Manager – Student Wellbeing is responsible for developing and implementing programs, policies and initiatives that promote psychological wellness and student success.

Key Accountabilities

- 1 Lead, manage and oversee the Student Wellbeing department in the effective delivery of counselling, behaviour risk assessment and management (BRAM) and wellbeing services to students and the institute community to provide an optimum level of response, ensuring accessibility and inclusivity.
- 2 Oversee caseloads, maintain privacy and confidentiality and ensure compliance with legal, professional and ethical standards and regulations, including monitoring the continuing professional development of the counselling team.
- 3 Serve as a point of contact for crisis intervention and emergency situations involving students' mental health and child safety concerns and provide consultation, support and guidance to counsellors and staff members involved in crisis response efforts.
- 4 Develop and maintain strong relationships and partnerships with internal and external stakeholders including mental health providers, community services organisations and health professionals to facilitate student referrals as well as participating in interdisciplinary teams and committees focusing on student success, retention, diversity and inclusion, campus climate and safety.
- 5 Advocate for the mental health needs of students within the Institute and deliver educational presentations, training and resources on topics related to mental health, resilience, harm prevention and wellbeing. Promote awareness of mental health resources, de-stigmatise mental health and encourage a culture of person-centred support.
- 6 Manage and evaluate program effectiveness through data analysis, surveys and feedback mechanisms and report on themes, issues and service provision to relevant Institute committees to inform decision making by senior management.
- 7 Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation, and relevant regulatory and government authorities.
- 8 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 9 Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

Key Selection Criteria

- 1 Demonstrated capacity to develop and maintain effective, collaborative relationships with key stakeholders to drive successful outcomes.
- 2 Extensive experience in person centred counselling approaches, ideally in a tertiary education setting, including mental health assessment, crisis intervention and referral to external services.
- 3 Strong leadership and people management skills, with the ability to inspire and motivate a diverse team over multiple campuses to deliver an effective, client centred service.
- 4 Knowledge of relevant legal and ethical standards and guidelines governing the practice of psychology and counselling.
- 5 Excellent interpersonal communication skills, with the ability to prepare and deliver educational presentations, remain calm under pressure and a commitment to diversity, inclusion and reconciliation.

- 6 Demonstrated capacity to generate analysis and reporting on the effectiveness of programs, budgets and initiatives.

Qualifications

Mandatory

- Postgraduate qualification in psychology and registration with the Psychology Board of Australia.
- Registration with the Australian Health Practitioner Regulation Agency (Ahpra).
- Membership of an appropriate professional association, eg. the Australian Psychological Society.

Knowledge

- Strong knowledge of
 - evidence-based treatment approaches for persons experiencing mental illness
 - trauma informed practice.
- Knowledge of
 - relevant legal and ethical standards and guidelines governing the practice of psychology, counselling and child safety
 - student wellbeing and counselling services within a tertiary education setting
 - legislative requirements in relation to professional practice and student wellbeing
 - external mental health agencies and community services
 - practices that promote diversity, inclusion and reconciliation.

Skills and Experience

- Demonstrated experience and skills in leading and the strategic management of a large and diverse group of staff including the management of a client focused service.
- Human, financial and physical resource management and budgeting skills
- Demonstrated ability to:
 - work towards a defined vision and organisational strategic goals
 - deal with sensitive and confidential information, as well as the ability to use initiative to identify appropriate and relevant solutions to identified issues
 - develop services in response to increased need and changing Institute directions and priorities
 - set and maintain appropriate workplace and operational standards and to unite and lead a team toward the achievement of agreed goals and objectives.
- Broad experience in the provision of counselling and welfare services.

Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.

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- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses.

Locations include Chadstone, Drummond Street, City, Moorabbin, North Melbourne, Glen Waverley, and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. holmesglen.edu.au

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ASPIRE values**



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PASSION



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