

Position Description



holmesglen



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| Position | Counselling Services Manager |
| Portfolio/Faculty | Engagement & Support |
| Department/Workgroup | Student Wellbeing |
| Position No. | XXXXX |
| Reports to: | Manager Student Wellbeing |
| Classification | PACCT Worker Level 7 |
| Direct reports: | Student Counsellors Youth Worker |
| Date: | July 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
- Apprentice Success
- Brand, Marketing and Communications
- Learning Skills Centre
- Library
- Registrar
- Student Recruitment
- Student Engagement and Equity
- 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 purpose of this role is to provide strategic leadership in the development and delivery of high-quality clinical counselling and welfare assistance to support student wellbeing and success. The Counselling Services Manager 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 youth workers and collaborates with other departments to create a supportive and inclusive campus environment.

The Counselling Services Manager is responsible for developing and implementing programs, policies and initiatives that promote psychological wellness and student success.

Key Accountabilities

- 1 Develop and manage the implementation of student wellbeing strategies to better meet student mental health needs and expectations and maximise student support.
- 2 Drive cultural change by developing positive relationships and networks within and external to the Institute.
- 3 Provide authoritative mental health information, advice and direction to stakeholders across all areas of the Institute.
- 4 Structure the operations of the Counselling team to support the achievement of Institute objectives and report as required on the outcomes of agreed targets.
- 5 Through Institute Counsellors, manage the development and delivery of psychosocial, emotional intelligence, mental health literacy, team building and resilience programs to students.
- 6 Work with the Manager Student Wellbeing to effectively manage a budget through the appropriate use of internal resourcing, external agencies and other relevant arrangements.
- 7 Clinically and operationally supervise and lead Counsellors to optimise staff performance within a team environment, including:
 - recruitment, selection and induction of new staff to the counselling team
 - preparation of annual counselling program activities for students such as workshops and presentations
 - allocation of duties and annual performance management reviews
 - planning relevant training and professional development activities.
- 8 Develop and implement effective case formulation strategies for counselling staff to allow for consistent and ongoing therapeutic interventions.
- 9 Create and promote student feedback initiatives and drive continuous improvement of the delivery of superior mental health support strategies and actions for students.
- 10 Design, develop and implement new policies and innovative ways of adapting the Institute's existing strategies to effectively promote and manage the mental health support of students.
- 11 Where relevant to achieving positive mental health outcomes for students, contribute to organisation-wide planning and policy development, preparing reports, statistics and other information relevant to student life.
- 12 Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation and relevant regulatory and government authorities.
- 13 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 14 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 Extensive clinical experience in the provision of professional counselling or welfare support to students and a demonstrated understanding of the challenges and issues associated with the student life and mental health.
- 2 Highly developed interpersonal and written and verbal communication skills including the ability to initiate and manage key stakeholder relationships, negotiate effectively and work through issues constructively and inclusively.
- 3 Demonstrated high-level intercultural communication, cultural awareness and customer service skills with a proven ability to maintain privacy and confidentiality.

- 4 Proven time management and organisational skills including the ability to coordinate concurrent activities, effectively prioritise work tasks and work to ongoing deadlines.
- 5 Highly developed project leadership and management skills, a proven record in achievement of complex goals and targets and a proven ability to inspire, engage and motivate a range of stakeholders, including staff, to achieve objectives.
- 6 Demonstrated ability to implement and lead change and new programs in an organised and methodical way.

Qualifications

Mandatory

- Post-graduate qualifications in psychology, counselling, social work, or related mental health discipline and a minimum 5 years' experience.
- Full registration with the Australian Health Practitioner Registration Agency (AHPRA), or Australian Association of Social Workers (AASW) or Australian Counselling Association (ACA) or Psychotherapy and Counselling Federation of Australia (PACFA).
- Must be registered as a Clinical Supervisor.
- Current Victoria Driver's licence.

Knowledge

- Ethical professional practices and counselling standards and an understanding of case management processes, in the provision of student support services.
- High level specialist strategic and operational knowledge necessary to ensure that student wellbeing strategies are developed and implemented and student mental health needs are met.
- An understanding of:
 - a student's lifecycle and the challenges presented in a post-secondary education Institution
 - educational programs and current issues and developments in the vocational and higher education sectors which impact the student experience
 - cross cultural communication and culturally sensitive practice
 - confidentiality and privacy principles applicable in the education and professional counselling sectors.
- Familiarity with relevant community organisations and welfare agencies including welfare and mental health information services and referral processes.
- Knowledge of relevant Tertiary Education Quality and Standards Agency (TESQA) and Australian Skills Quality Authority (ASQA) standards regarding student experience and wellbeing.

Skills and Experience

- Extensive management and leadership experience including practical experience in the development of student counselling strategies and the provision of mental health support to maximise the student experience.
- Experienced change management leader with excellent people management skills and a strong operational knowledge of the student mental health experience.
- Demonstrated high level intercultural communication, interpersonal and customer service skills, including the ability to build strong client relationships in a professional manner and interact and negotiate effectively with a diverse range of stakeholders.
- Developed counselling and clinical supervision skills with an ability to negotiate effectively and work through issues constructively with students, clients and relevant stakeholders.
- Demonstrated time management, organisational and administrative skills, including the ability to meet deadlines, coordinate a variety of concurrent activities and projects and balance work priorities.
- Skilled in operational planning and implementation including analytical skills with the ability to problem solve, utilise data and evaluate projects.

- Experience in:
 - an educational environment or similar, preferred with an emphasis on student issues and the provision of counselling and welfare services
 - the development, coordination and promotion of a range of mental health focussed activities, workshops and events
 - the provision of professional clinical supervision to individuals and groups.
- Skilled in operational planning and implementation including analytical skills with the ability to problem solve, utilise data and evaluate projects.
- Excellent written and verbal communication skills, including the ability to develop and deliver informative, interesting presentations and promotional materials.
- Self-motivation with the ability to work cooperatively within a team environment or work autonomously without supervision.
- Competence with MS Office products and database management systems. The ability to research the Internet and use of social media forums is required.

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.
- 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

**We uphold our
ASPIRE values**



AMBITION



SCHOLARSHIP



PASSION



INTEGRITY



RESPECT



EXCELLENCE