

# Position Description



holmesglen



<b>Position</b>	<b>Counsellor</b>
Portfolio/Faculty	Engagement and Support
Department/Workgroup	Student Wellbeing
Position No.	XXXXX
Reports to:	Manager Student Wellbeing
Classification	PACCT Worker 6 (PW 6)
Direct reports:	Not Applicable
Date:	November, 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; and access to bulk billed GP services in the Holmesglen Medical Centre. Through collaboration with Holmesglen departments and community resources, the student wellbeing 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 high-quality clinical counselling and welfare assistance to support student wellbeing and success.

This counsellor position sits within a multidisciplinary team of counsellors, welfare officers and youth workers and collaborates with other departments to create a supportive and inclusive campus environment.

The Counselling Services team are also responsible for developing and implementing programs, policies and initiatives that promote psychological wellness and student success.

## Key Accountabilities

- 1 Assist the Manager, Team Leader and supported Heads of Department to identify departmental counselling and welfare services and appropriate strategies.
- 2 Participate in departmental policy making and planning, and plan and implement innovative special projects within the department.
- 3 Develop and maintain files of services provided by relevant community welfare organisations and maintain appropriate professional records.
- 4 Maintain and develop personal and administrative skills to ensure the effective delivery of professional counselling and welfare services to students and conduct workshops, especially in the areas of:
  - crisis intervention
  - personal distress
  - goal clarification and setting
  - academic/study difficulties
  - stress and anxiety management
  - proactive and therapeutic group counselling.
- 5 As an active member of Student Wellbeing:
  - advocate for students in relation to wellbeing concerns
  - collaborate by providing professional psychological and welfare knowledge in the planning and development of programs.
- 6 Assist in planning and delivery of department information sessions, student orientation sessions and information day activities.
- 7 Manage the development and delivery of psychosocial, emotional intelligence, mental health literacy, team building, resilience and vocational interest programs to students.
- 8 Develop procedures and provide support in dealing with specific student issues and develop and maintain an in-service library of relevant counselling and welfare resources.
- 9 Facilitate groups and environments that encourage student wellbeing including the coordination of support systems for students with special needs.
- 10 Maintain and develop personal and professional skills through attending relevant in-service training programs, reviewing current journals and attending relevant conferences and meetings.
- 11 Assist manager to monitor, review and evaluate the operation of the student counselling service to ensure the appropriateness and professionalism of service delivery.
- 12 Provide qualitative and quantitative monthly reports of counselling and other activities to the Counselling Services Team Leader, highlighting trends observed and suggesting any remedial action.
- 13 Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
- 14 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.

- 15 Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards to ensure that departmental operations comply with Occupational Health and Safety legislation.

## Key Selection Criteria

- 1 Demonstrated experience in the provision of professional personal counselling support to students including experience in working with people with disabilities.
- 2 The ability to work autonomously and as part of a leadership team to manage projects.
- 3 Well-developed interpersonal and written and verbal communication skills with a demonstrated ability to facilitate groups and liaise effectively with clients and relevant stakeholders.
- 4 Demonstrated self-motivation with a proven ability to maintain privacy and confidentiality, work cooperatively and flexibility and organise multiple tasks and competing demands.
- 5 Demonstrated organisational and proven time management skills, with a demonstrated ability to meet deadlines and work concurrently on, and prioritise, competing tasks and work schedules.

## Qualifications

### Mandatory

- Post graduate qualifications in psychology, counselling or related discipline and experience.
- Registration with the appropriate professional board and eligibility for membership of a relevant professional organisation.

## Knowledge

- Ethical professional practices and counselling standards and an understanding of case management processes, in the provision of student support services.
- Familiarity with relevant community organisations and welfare agencies including welfare and mental health information services and referral processes.
- Understanding of legislation, regulations, processes and techniques, as well as knowledge of strategies used to support people with special needs.
- An understanding of educational programs, including apprenticeships, VCE VM and current issues and developments in the vocational and higher education sectors which impact the student experience.
- Confidentiality and privacy principles applicable in the education and professional counselling sectors.

## Skills and Experience

- Developed counselling skills with an ability to negotiate effectively and work through issues constructively with students, clients and relevant stakeholders.
- The ability to:
  - be flexible and responsive to the changing demands of the Institute community
  - deal with sensitive and confidential information, as well as the ability to use initiative to develop appropriate and relevant solutions to identified issues
  - develop new ideas, strategies and innovative solutions to meet the diverse needs of students.
  - develop, implement and evaluate effective psychoeducational programs.
- Experience in:
  - setting priorities in an environment of competing demands
  - an educational environment, or similar, is preferred with an emphasis on student issues and the provision of counselling
  - working autonomously in an environment that requires judgement, discretion and initiative.

- Competence in the use of the MS Office products, internet-based software applications, database management software and experience with online collaboration and communication platforms that can be used to connect with students.

## 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](https://holmesglen.edu.au)

**We uphold our  
ASPIRE values**



**AMBITION**



**SCHOLARSHIP**



**PASSION**



**INTEGRITY**



**RESPECT**



**EXCELLENCE**