



Position Description – Senior Counsellor

Position Details

Position Title:	Senior Counsellor
College/Portfolio:	Education
School/Group:	Students Group, Counselling and Psychological Services (CAPS)
Campus Location:	Based at the [City/Brunswick/Bundoora] Campus, however, may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8
Employment Type:	Fixed Term
Fixed Term Reason:	Replacement Employee
Time Fraction:	Full Time

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton, and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university. <https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy, and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students, and community. Our three campuses in Melbourne (City, Brunswick, and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

Education Portfolio

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

Students Group

The Students Group shapes, designs and delivers key student services and experiences to prepare RMIT students for study, life and the global workforce.

We work in partnership with students, academics, professional staff, industry and the community to deliver transformative student experiences that improve access, participation, retention and success for all RMIT students.

Our objectives are to:

- Shape, co-create and inform an inclusive, safe, industry-engaged and global student experience
- Deliver impactful, connected service, care and development opportunities at scale, and to
- Engage, empower and value each other so that together we can make a difference.

We welcome a diversity of perspectives and are inclusive in our approach to work. We are aligned in our passion for having a collective and positive impact on the student experience at RMIT. Our team is comprised of talented and motivated people from a range of professional disciplines and backgrounds, at various stages of their careers and including RMIT students.

We are a values-led organisation, and we value imagination, agility, passion, inclusion, courage and impact.

The Group is led by the Executive Director Students.

Position Summary

The Senior Counsellor role is a clinical role and plays a key part within the Student Wellbeing portfolio. The Senior Counsellor is a student mental health expert who provides best practice and evidence-based assessment, referral, consultation, and short-term focussed therapeutic interventions to support RMIT students and their academic outcomes. The Senior Counsellor provides accessible counselling services that are responsive and relevant to the needs of students from all backgrounds (international, CALD, age, gender, LGBTIQ+, etc.). The Counsellor may supervise postgraduate interns on WIL placements from the appropriate discipline.

The Senior Counsellor plays a critical role within the Student Wellbeing group in the provision of confidential psychological services to students while they are enrolled at RMIT and provide critical guidance regarding student mental health issues across the university. The role makes an important contribution to the broader team in the treatment and support of RMIT student mental health needs within its professional scope of practice including the interpretation and application of RMIT policies, and processes, and those of their profession.

The Senior Counsellor has an individual caseload of students where they exercise a high level of independence with clinical interventions, risk assessments, safety planning, clinical documentation, prioritising, and engaging internal and external services. They utilise high-level assessment and clinical skills when responding to clients, including those presenting with serious mental health issues or in crisis, this can include escalating to and engaging with external mental health teams e.g., CATT to ensure students receive the best level of care based on their presentation.

Additionally, the Senior Counsellor is required to be dynamic in their response to meeting the changing needs of student cohorts including reviewing and interpreting data and developing and implementing appropriate programs e.g., rolling groups, webinars, workshops, mental health promotion and wellbeing initiatives.

As part of a broader team this role is required to work flexibly and cooperatively within a multi-disciplinary and diverse team of specialists and other colleagues and builds strong working relationships both internally and externally.

Reporting Line

Reports to: Manager, CAPS & Principal Psychologist or Manager CAPS & Mental Health Programs

Organisational Accountabilities

RMIT University is committed to the health, safety, and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Autonomously manage a case load of students with varying needs and provide professional, confidential assessment and case-management using adaptive, evidence-based psychotherapy and psychological therapeutic interventions to support students to adapt to the demands of university life.
- Lead the individual support for students with complex mental health concerns, including assessing for emerging/acute mental health issues and psychological risk, and responding to challenging emotional states or behaviours.
- Lead the management of high risk/crisis student mental health concerns, including assessing and managing risk, briefing, consulting, and liaising with secondary/tertiary mental health services within a person centred and trauma informed model.
- Provide advice to RMIT staff regarding student crisis presentations, risk, mental health concerns, as well as developing and implementing effective management plans.
- Evaluate, plan, and implement inclusive and accessible mental health services and offer expert advice to support student mental health through collaboration with a multi-disciplinary team of health professionals, and a diverse range of stakeholders both internal and external.
- Actively participate and contribute to peer and group supervision (e.g., clinical meetings, case review meetings), client outcome evaluation, and other quality assurance processes.
- Strengthen the internship program by facilitating opportunities for provisionally registered psychologists and social workers to gain professional experience during their Work Integrated Learning (WIL) placements. This can include providing direct clinical supervision, conducting demonstrations, offering training sessions, and enabling observed practice.
- Act as a coach for other internal stakeholders e.g., ELS, Ngara Willim, Student Welfare, and work with team members utilising mental health expertise to identify and analyse student mental health trends and design, implement, and evaluate initiatives and programs/workshops to enhance mental health literacy and student outcomes.
- Lead, contribute to and participate in planning/review processes within the service and in the broader Wellbeing group. Including projects, and project evaluation, to continually improve the effectiveness of service delivery.
- Elevate the student experience by proactively identifying and addressing mental health trends by driving the development and execution of a range of programs and initiatives. These initiatives may include rolling groups, webinars, podcasts, comprehensive resources, training programs, and targeted mental health promotion activities.
- Support the intake and triage function of the service where required.
- Engage in service improvement activities to improve service offering and ensure high-quality outcomes that align with best practice guidelines.
- Efficiently navigate large-scale enterprise systems, databases, and online resources to access relevant internal and external services and support for students.
- Other duties consistent with the position level and focus of the service, as required.

Key Selection Criteria

- Demonstrated high-level competency in brief, outcome-focussed therapeutic approaches, including strong assessment, intervention, referral, and client outcome evaluation skills.
- Demonstrated ability to work with high-risk clients, assessing and treating complex mental health issues, and managing challenging situations with knowledge, sensitivity, and judgment.
- Demonstrated empathy for, and understanding of, the psychosocial issues and concerns experienced and demonstrated by students undertaking university level studies.
- Actively promotes diversity, inclusion, cultural competence, and reconciliation principles in their work, with an understanding of the tertiary student experience, including the concerns of diverse student cohorts, e.g. equity groups, international students, vocational education students, and higher degree by research students.
- Possesses high-level communication (written and oral) and interpersonal skills, including liaison and influencing skills to work collaboratively, flexibly, and productively within and across teams to provide advice on student mental health issues and service to students.
- Demonstrated highly developed service skills, strong commitment to quality assurance, continuous improvement, and effective use of technology for service provision and record keeping.
- Demonstrated willingness and ability to adapt readily to change, embrace new work practices, including software and digital technology changes, and stay updated with advancements in their professional field and the post-secondary education context.
- Ability to collaborate effectively with stakeholders at all levels including internal (e.g., ELS, Safer Communities, academics, executive, etc.) and external (e.g., crisis mental health services, police, GPs, etc.) , utilising excellent communication and interpersonal skills, including fostering collaborative relationships to enable effective liaison and influencing to deliver student-centric service.

Qualifications

- A combination of relevant experience and postgraduate qualification in Psychology, Social Work, or Occupational Therapy.
- Registration with your relevant governing body.

Desirable: For psychologists, an Area of Practice Endorsement, and PBA supervisor registration. For social workers, the AASW Supervisors Credential or an equivalent demonstration of supervisory skills.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working with Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Date:	Approved:	Signature: Date:
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