

POSITION DESCRIPTION

Position Title	Counsellor		
Organisational Unit	Student Experience Directorate		
Functional Unit	Student Welfare		
Nominated Supervisor	National Manager, Student Welfare		
Classification	HEW 8		
CDF Level	CDF1	Position Number	10600204
Attendance Type	Full Time	Date reviewed	17-OCT-2024

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity)

ABOUT THE STUDENT EXPERIENCE DIRECTORATE

The Student Experience Directorate delivers a world-class student experience by creating engaging environments in which students form strong connections with their peers and develop a deep sense of belonging to the vibrant ACU community. The Directorate is aligned to the student journey from an academic, support services and a social perspective, integrating the contact points between the student and the university services, programs and activities students can access throughout their study.

The Student Experience Directorate promotes student engagement in university life, provides opportunities for sport and leadership development, and enables students to develop graduate attributes making them career-ready professionals. The Directorate provides resources for individual cohorts – for example, international students, and elite athletes and performers – and collaborates with other business units such as Campus Ministry and First Peoples, to enable an holistic approach to the student experience at ACU. The Directorate supports ACU's national and campus-based student associations, and student clubs and societies. The Directorate also delivers university-wide initiatives to comply with regulatory and statutory requirements including Student Safety, and Safeguarding Children and Vulnerable Adults. Student experience work units include the Careers and Employability Service, Student Welfare and Counselling, Access and Disability, Safeguarding and Student Safety, Student Accommodation, Sport including the Elite Athlete and Performer Program and ACU Active, Medical Centres, Student Life, Transition, and the Student Advocacy Service. These services support students to achieve their academic and personal goals, and to thrive during their time at ACU and beyond.

ABOUT STUDENT WELFARE

The Student Welfare team comprises professional staff who provide free and confidential psychological services to support students during their time at ACU. We promote a whole-of-university approach to raise awareness and promote positive mental health and wellbeing among ACU students and staff.

POSITION PURPOSE

ACU Counsellors provide a safe and supportive environment so that students can discuss concerns and develop the tools they need to build resilience and achieve their goals. Counsellors are qualified and experienced psychologists, counsellors or social workers who work in an inclusive way. They provide free and confidential counselling, resources and referrals where required to ACU students who may be experiencing personal, mental health, or general wellbeing concerns that are affecting their

life or study. Working with other staff across the University, you will report to the National Manager, Student Welfare with clinical supervision provided by the Lead Counsellor. The Counselling Service contributes to the overall mission and learning context of the University by raising awareness of and responding to the concerns of students.

As a Counsellor, you'll be experienced in student mental health matters, providing counselling to Strathfield students and contribute to prevention initiatives and activities across the counselling service.

More specifically the role entails:

- Facilitating a counselling appointment load to ACU Students on the Strathfield campus face-to-face, online and via phone as well as online and phone appointments to students from other ACU Campuses.
- Liaising closely with the Lead Counsellor in relation to matters of threats or incidents of self-harm, suicide and other complex mental health issues.
- Facilitating information sessions, creating content and delivering workshops to students relating to prevention and management mental health matters.
- Contributing to prevention initiatives and activities on the Strathfield Campus relating to mental health.
- Working closely with the Lead Counsellor and other counsellors to support students identified through the Support For Students Policy to ensure they are connected to relevant services in a timely manner.
- Working closely with other counsellors across ACU's seven campuses within Australia to deliver a service that is professional, accessible and timely.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Provide culturally informed psycho-social counselling services, information and resources to students from diverse	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
social and cultural backgrounds in relation to their personal and cultural wellbeing.	
Provide assessment and referral where appropriate to other agencies and professionals, including services for Aboriginal and Torres Strait Islander students.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Liaise and/or advocate with appropriate staff regarding student needs	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Contribute to the achievement of Counselling Service operational plans, which includes planning and implementing individual counselling and psychological services according to annual work schedules.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide advice and recommendations as required on matters involving counselling activities or the personal wellbeing of students generally or on situations involving the welfare of individual students, particularly where urgent action is required e.g. crises.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Maintain sound knowledge of legislation and policy relating to counselling practice and the higher education sector and maintain current membership of professional organisations and Working with Children Check (WWC) credentials.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Maintain strong collegial working relationships with other staff members within the Student Experience Directorate and other departments such as the Indigenous Higher Education Units within ACU as well as relevant external bodies	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Contribute to the collation of data including maintenance and security of records, and information sources in line with the University's record management and privacy policies	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
In consultation with the National Manager, Student Welfare, participate and contribute to strategic projects to enhance student's personal and social adjustment to the University.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position will need to follow clear established procedures and is not required to review and suggest changes to current processes
The position solves problems that tend to be repetitive/cyclical on a regular basis.
The position mainly communicates with people within their work area.
This position does not have managerial responsibilities.

SELECTION CRITERIA

<p>Qualifications, skills, knowledge and experience:</p>	<ul style="list-style-type: none"> • Experience - - Demonstrated experience and effectiveness in counselling young adults from diverse social and cultural backgrounds with a broad range of presenting issues and applying ethical practice principles. Demonstrated commitment to cultural diversity, including Aboriginal and Torres Strait Islander peoples. - Demonstrated experience in the assessment and management of complex cognitive and emotional, mental health, and developmental issues, including case planning and review. - Demonstrated ability to plan, deliver and evaluate psycho-educational workshops, presentations and group work. - Proven ability to work autonomously, and effectively as a member of a team, with high levels of accountability. - Capacity to balance group work programs with the provision of individual counselling services • Qualification - Full registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a psychologist; or; Full membership of the Australian Association of Social Workers (AASW); or; Full clinical membership of the Psychotherapy and Counselling Federation of Australia (PACFA) or minimum level 3 membership with the Australian Counselling Association (ACA). • Knowledge - Knowledge and understanding of relevant legislative, ethical and practice requirements e.g. confidentiality, privacy, anti-discrimination, mandatory reporting. - Knowledge and understanding of the broader service system and demonstrated capacity to facilitate appropriate and effective referrals as needed.
<p>Core Competencies:</p>	<ul style="list-style-type: none"> • Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Take personal accountability for achieving the highest quality

	outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart <https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

