

POSITION DESCRIPTION

Position Title	Lead Counsellor		
Organisational Unit	Student Experience Directorate		
Functional Unit	Student Experience Directorate		
Nominated Supervisor	National Manager, Student Welfare		
Classification	HEW 8		
CDF Level	CDF ₂ L	Position Number	10611760
Attendance Type	Full Time	Date reviewed	24-MAY-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.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability to grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

Each portfolio consists of several Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, Campus Deans focus on the University's local presence and development of the University at the local 'campus' level. For further information about the University please refer to the Organisation Chart.

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. Several frameworks and standards also express the University's expectations of conduct, capability, participation and contribution of staff.

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.

POSITION PURPOSE

The Lead Counsellor is a subject matter expert in student mental health matters and contributes to projects, prevention initiatives and activities across the Student Experience Directorate and the University.

This includes providing profession-based support and advice to ACU Counsellors and general staff in relation to threats or incidents of self-harm, suicide and other complex mental health issues.

The Lead Counsellor facilitates internal supervision meetings for ACU Counsellors and works closely with the National Manager, Student Welfare to identify, address and resolve concerns which may impact the operation of the Counselling Service.

The Lead Counsellor role also provides counselling services to students. Counsellors are qualified and experienced psychologists, counsellors or social workers who work in an inclusive way. They assist students via one-to-one counselling, psychoeducational groups and the provision of relevant resources and referral. Counsellors provide quality professional counselling services to students who require psycho-social support to fully realise their personal and academic goals. 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. The student counselling load will be adjusted accordingly for the position holder to perform the Lead Counsellor duties. An allowance, paid as a salary loading, will be paid for the duration that a Counsellor performs these duties.

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](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- ACU Staff Enterprise Agreement
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Responsibility	Scope
Provides profession-based support and advice to ACU Counsellors and general staff in relation to threats or incidents of self-harm, suicide and other complex mental health issues.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Lead and deliver internal clinical supervision group meetings for counsellors regionally and nationally, as required. Brief the National Manager, Student Welfare on discussions and any proposed actions for the consideration of the National Manager.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Work closely with the National Manager, Student Welfare to help identify clinical matters or issues which may impact the effective management of the Counselling Service and support the National Manager in resolving concerns to contribute to the smooth running of the service.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provides subject matter expertise in student mental health matters and contributes to projects, prevention initiatives and activities across the Student Experience Directorate and the University.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Seek guidance from and collaborate with, the National Manager, Student Welfare to plan, implement and solve day-to-day operational matters.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Provide culturally informed psycho-social counselling services, information and resources to students from diverse 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

Responsibility	Scope
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

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
The position provides solutions to problems or situations of critical importance to the University or deals difficult or emotional people.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • 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). Please supply a copy of your registration/ membership with your application. • Knowledge - Knowledge and understanding of relevant legislative, ethical and practice requirements e.g. confidentiality, privacy, anti-discrimination, mandatory reporting. • 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. • Experience - Demonstrated experience in the assessment and management of complex cognitive and emotional, mental health, and developmental issues, including case planning and review. • Knowledge - Knowledge and understanding of the broader service system and demonstrated capacity to facilitate appropriate and effective referrals as needed. • Experience - Demonstrated ability to plan, deliver and evaluate psycho-educational workshops, presentations and group work. • Experience - Proven ability to work autonomously, and effectively as a member of a team, with high levels of accountability.
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	<ul style="list-style-type: none"> • Skill - Capacity to balance group work programs with the provision of individual counselling services.
Core Competencies:	<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. • Display openness and resilience, inspire others to change and act to make change happen with ACU's strategic goals and Mission at the heart of all outcomes. • 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. • 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>

