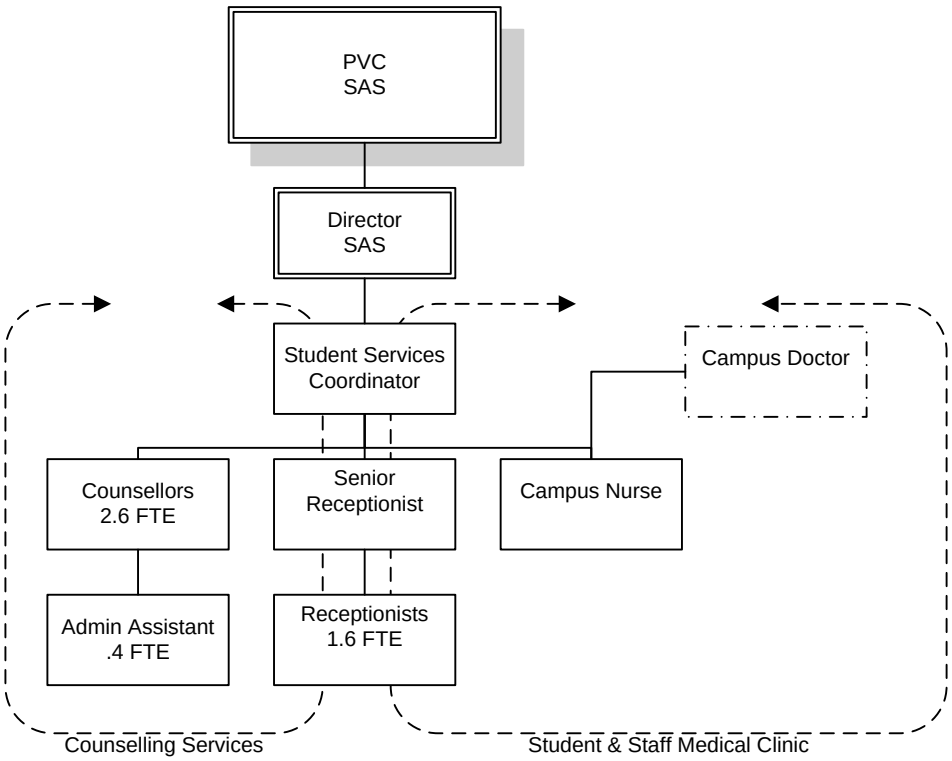
POSITION DESCRIPTION

POSITION TITLE: **Student Counsellor**	**CLASSIFICATION LEVEL:** **Bond 5**
SCHOOL/OFFICE: **Pro Vice Chancellor** **(Students and Academic Support)**	**DATE POSITION CLASSIFIED/UPDATED:** **April 2012**

This position is first and foremost with Bond University and although this position is described as operating within a section of the university, it is a fundamental requirement of your position that the best interests of the university must be your priority at all times.

PURPOSE OF THE POSITION:

Provide a range of professional counselling services for student's, their families, and staff; liaise with administrative and academic staff, public safety personnel and the extended BU community in the resolution of student's psychological and academic problems; establish and maintain appropriate relationships with outside agencies and services which augment the role of Student Services.



- Although the counsellor reports directly to the Coordinator - Student Services on day to day issues, he/she is ultimately responsible for the majority of decisions made, or actions taken, that influence a student's or staff member's (client's) welfare.
- If the counsellor determines a client's problem is outside his/her level of competency or responsibility he/she should refer the client to the appropriate internal or external service or agency.

- The counsellor is expected to establish and maintain appropriate relationships that augment the support and welfare provided by Student Services, these include other university departments and schools together with outside agencies and services.

SELECTION CRITERIA:

- A postgraduate qualification in psychology or social work, registration as a psychologist in Queensland with the Australian Health Practitioner Regulations Agency or social worker in Queensland and eligibility for relevant professional membership.
- Proven experience in counselling, particularly in a tertiary setting, and in dealing with a range of problems pertinent to students, eg personal, social, cultural, academic, career and financial.
- Proven experience with a range of counselling styles, eg crisis counselling, individual and group counselling, large group presentations, cross-cultural counselling and occupational counselling/mediation.
- A high level of interpersonal and communication skills.
- Experience dealing with students and staff from a broad range of social and cultural backgrounds.
- A flexible, creative and professional approach.
- The ability to work as part of a team while also being able to operate without close supervision.
- An ability to handle crises.
- Demonstrated understanding of OH & S, quality assurance and EEO principles as they apply to the university.

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
Administration	• Provide counselling in individual, couple or group settings, to students and staff from a diverse cultural and social background. • Liaise with the university community (PVC (Students and Academic Services), HR, public safety, academic advisers, academics, student administration, student residences, cashiers, campus nurse, admissions office and agents, student council); outside agencies and services, and student's families to resolve difficulties and ensure welfare needs of students and staff are met and academic standards are maintained. . • Contribute to internal and	

	external groups and associations representing and promoting the University and Student Services • Initiate, plan and lead workshops and psychotherapeutic programs for students and staff in response to identified needs in the University community. • Act as an advocate in student-student, student-academic and student-family disputes. • Assist HR by providing counselling and mediation for staff members involved in work-related issues, formal counselling processes, work cover and return-to-work programs. • Assist ~~Student Services Officer~~ with the University Preparation and Orientation Program each semester. • Provide supervision to probationary Psychologists to enable them to achieve full registration.	

PRINCIPAL ACCOUNTABILITIES	• Provide professional and confidential counselling to **students and staff**, for a range of personal, social, professional, academic, career and financial concerns. • Monitor the student body and provide clinical assessment and instigate appropriate treatment or interventions for students with critical/life threatening psychological or psychiatric problems. • Initiate, plan and lead workshops, and psychotherapeutic programs in response to identified needs in the University community. • Maintain a high level of professional expertise through ongoing professional development.	
Understanding of Quality Assurance	• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.	
Understanding of Cultural Sensitivity	• Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are ~~encouraged~~ required to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.	

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.

Position Held by: _____

Signed: _____

Date: _____