

POSITION DESCRIPTION



Change and Adoption Manager

POSITION DETAILS

POSITION TITLE	COUNSELLOR
CLASSIFICATION	HEW LEVEL 8
POSITION NUMBER	TBC
SCHOOL/OFFICE	STUDENT SUCCESS
DIVISION	DIVISION OF EDUCATION AND STUDENTS

POSITION PURPOSE

The Counsellor provides professional counselling, psychoeducation, consultation and case management services to students experiencing personal, academic and wellbeing issues, supporting student safety, retention and success. The role contributes to proactive service development, critical incident response, stakeholder consultation and initiatives that strengthen the student experience across Western Sydney University.

KEY ACCOUNTABILITIES

1. Deliver professional counselling and psychoeducation to students through individual, group, phone, face-to-face and electronic service models, ensuring timely, ethical and accessible support.
2. Provide case management and critical incident support by assessing student needs, responding to risk, maintaining accurate records and undertaking follow-up where required.
3. Contribute to service planning and improvement by providing input to operational and strategic activities, reviewing student feedback and using data and practice insights to enhance service delivery.
4. Provide consultation, training and advice to staff on student mental health and wellbeing matters, supporting consistent, informed and safe responses across the University.
5. Develop and deliver prevention and education initiatives for students, staff and stakeholders that build awareness, capability and early intervention pathways.
6. Collaborate across services and disciplines through multidisciplinary consultation, referrals, advocacy and partnerships with internal and external stakeholders.
7. Ensure compliance and professional standards by meeting legislative, privacy, recordkeeping,

professional code and University policy requirements in all aspects of practice.

8. Use technology to support responsive service delivery by maintaining currency in relevant systems and applying digital tools appropriately to strengthen access and outcomes.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Relevant tertiary qualification and professional membership in Social Work or Psychology, with membership of the Australian Association of Social Workers (AASW) or registration with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Substantial counselling experience including at least five years of direct counselling practice in an organisational setting.
3. Experience designing and delivering group, education or training programs including the use of technology to support counselling, psychoeducation and engagement.
4. Demonstrated understanding of issues affecting university students including mental health, cultural diversity, equity, identity, faith and related wellbeing concerns.
5. Strong communication, consultation and stakeholder engagement skills including the ability to liaise with diverse internal and external stakeholders and resolve sensitive or complex matters.
6. Current NSW employee Working with Children Check in accordance with the NSW Child Protection (Working with Children) Act 2012.

KEY RELATIONSHIPS

- **This position reports to:** Manager Counselling

- **This position supervises:** None

- **Key internal relationships:**

- Director, Wellbeing
- Senior Counsellor
- Manager, Disability Service
- Other staff within the University
- Current and prospective Students
- Alumni

- **Key external relationships:**

- Community organisations
- Government and non-Government agencies
- Specialist consultants and service providers
- Industry partners
- Education sector

CHALLENGES

- Delivering responsive counselling and case management services across a multi-campus environment while maintaining quality, equity and accessibility.
- Balancing urgent student risk, critical incidents, scheduled appointments, prevention work and service development priorities.

- Responding to increasingly complex and diverse student wellbeing needs while maintaining professional, legislative and University compliance requirements.
- Building collaborative internal and external pathways that support timely referral, advocacy and coordinated student support.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western Sydney University policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity

Approved by: Office for People and Culture

Date: 19/08/2026