

POSITION DESCRIPTION



Relief Counsellor / Mental Health Advisor



POSITION DETAILS

Position Title	Relief Counsellor / Mental Health Advisor
Classification	HEW Level 8
Position Number	7016467
School/Office	Wellbeing Services / Student Success
Division	Division of Education and Students

POSITION PURPOSE

The Relief Counsellor/Mental Health Advisor will work across both roles to support the team where required to meet the needs of the student body.

As a Mental Health Advisor, the incumbent will act as the first responder for students and staff of the university by providing case management, consultation and advice where concerning student behaviour is identified, acting as an operational conduit between the student and available support services. The Mental Health Advisor provides direct services to students managing more complex mental health issues using tailored and varying modes of delivery and is a member of the Clinical Advisory Team function. They implement a range of prevention strategies which align with the Wellbeing Service model and Mental Health and Wellbeing Strategy.

As a Counsellor, the incumbent will contribute to the academic purposes of Western Sydney University by providing a range of counselling services to students who need assistance with personal and academic-related issues to complete their studies and the provision of prevention strategies to meet the key identified requirements of students.

The Relief Counsellor/Mental Health Advisor will act as a specialist consultant to Student Support staff and other university staff on mental health issues. This will include involvement in case management meetings/case discussions.

KEY ACCOUNTABILITIES

- Provide high-quality clinical assessment, counselling and case management to students presenting with a broad range of mental health, wellbeing and psychosocial concerns, including the delivery of individual and group interventions, psychoeducation, ongoing risk monitoring, care coordination and appropriate follow-up in accordance with professional and ethical standards.

- Lead complex risk assessment and critical incident responses by undertaking comprehensive psychosocial and mental health assessments, developing safety and support plans, coordinating timely interventions, participating in the University's critical incident and on-call response, and providing specialist expertise in the management of students presenting with elevated or complex risk.
- Provide specialist consultation and clinical leadership to University staff and multidisciplinary teams by offering expert advice on student mental health, participating in case consultations, contributing to behavioural risk management processes, and supporting coordinated responses to students with complex needs.
- Contribute to the strategic development and continuous improvement of Counselling and Wellbeing Services through participation in service planning, policy and procedure development, quality improvement initiatives, implementation of evidence-informed practice, and the evaluation of programs and service delivery.
- Develop and deliver prevention, education and capacity-building initiatives for students, staff and key stakeholders that promote mental health, psychological safety, help-seeking, early intervention and wellbeing across the University community.
- Build and maintain collaborative partnerships with internal University services and external health, community and specialist agencies to strengthen referral pathways, improve coordinated care, advocate for students, and enhance access to appropriate support services.
- Maintain professional standards, governance and compliance by ensuring accurate, timely and confidential clinical documentation, adhering to legislative, ethical and University requirements, maintaining contemporary clinical knowledge, and contributing to risk management and governance processes.
- Foster a collaborative, inclusive and high-performing workplace culture by working effectively across multidisciplinary teams, demonstrating cultural responsiveness, contributing to professional supervision and peer support, and promoting a student-centred, values-driven approach to service delivery.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Degree in Social Work or Psychology plus membership of AASW or AHPRA.
- Minimum 5 years' experience in direct counselling services in an organizational setting.
- Extensive experience in responding to sensitive and complex disclosures, undertaking risk-informed assessments, providing trauma-informed support, and interventions and crisis management.
- Demonstrated understanding of the diverse wellbeing needs of university students and young people, with the ability to respond effectively to complex and sensitive issues using culturally safe, trauma-informed practice.
- Experience in education, training and programme development in wellbeing.
- Knowledge of community partners and capacity for strategic linkages.
- Superior communication and computer skills.
- Experience in multi-disciplinary teams and flexible approaches.
- Mandatory NSW employee Working with Children clearance.

KEY RELATIONSHIPS

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

- Delivery of services in a multi-campus environment.
- Balancing the needs of students, staff and the University when delivering high-quality customer service.
- Achievement of best practice and maintaining up-to-date clinical skills in the provision of services to staff and students in a changing, diverse environment.
- Managing emergency issues or crisis situations with staff and students, including out of hours, as required.
- Keeping abreast of developments relevant to students and staff on mental health issues.
- Balancing direct client work with project work, and prioritising urgent client-related activities when needed.
- Keeping abreast with the latest technology used by students in their study and used by the counselling service.
- Being flexible and agile in an environment of change.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's 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:

Date: