

Position Description Statement	Student Welfare Coordinator and Counsellor (SWCC)
Responsibility	Elise Fraser
Issue date	1 August 2008

Position Description Statement

Issue date	Summary of changes
1 August 2008	

Reporting

Responsible to: **Student Services Manager, Hawthorn-Melbourne**

Please note that Hawthorn-Melbourne retains complete accountability for the professional activity and probity of the SWCC.

Clinical supervision is provided by the University of Melbourne Counselling Service.

Responsible for: Ensuring high quality welfare, support and counselling services are provided to Hawthorn-Melbourne students.

Monitoring the progress of younger students and providing welfare and support services to ensure their personal safety and wellbeing.

Preserving the confidentiality of client contact and maintaining appropriate client records.

Compliance with ESOS and all other relevant legislation.

Accountabilities

1. Student Welfare

- In collaboration with the Principal, Student Services Manager and key Managers and Coordinators, manage the development of a student welfare framework which addresses all relevant risk and welfare issues;
- Work closely with the High School Preparation Program (HSPP) & Under 18 Coordinator, teachers and general staff to monitor the progress of younger students and provide welfare and support services that ensure their personal safety and social wellbeing.
- Provide special small group orientations to all new students under 18 in the HSPP and general ELICOS areas and assist with ongoing monitoring of this group.
- Provide a highly accessible one-on-one student counselling service on general issues and in response to crisis situations, with emphasis on short-term intervention and referral to relevant specialists;

- Provide assistance to Accommodation staff in the resolution of issues with homestay providers and advise staff and homestay hosts on student related issues as necessary;
- As a member of the Critical Incident Response Team (CIRT), be available in all emergency situations and critical incidents, during working hours, and after hours as required.
- Undertake Occupational Level First Aid training and provide First Aid Assistance to staff and students, visitors and contractors as required. Actively assist with transporting injured and unwell students and staff to medical services or their homes if necessary. Contact next of kin and homestay hosts and maintain associated records as directed.
- Accompany students to medical and mental health appointments as necessary.
- Develop, source and maintain accessible resources of clear and culturally suitable information for students on various issues including but not limited to: health, sexuality and welfare issues, employment, relationships, legal, gambling and domestic violence and manage any preferred supplier arrangements in this context;
- Provide a liaison point for Overseas Health Cover (OSHC) representatives and support students wishing to make claims and inquiries;
- Devise, publicise and deliver presentations to students and staff on a systematic basis (and ad hoc as required) to increase awareness of various issues related to transition, health and well being;
- Use the established database to record student information and provide statistical information on a monthly, quarterly and annual basis;
- Provide a monthly report to Management on the achievements, issues and future directions of the Student Welfare and Counselling Service;
- Attend monthly Clinical Supervision sessions and Professional Development sessions at the University of Melbourne;
- Undertake other duties as requested by Supervisor.

2. *Student Services Team approach*

Contribute to a strong Student Services team approach by:

- Collaborating with and providing assistance to other Student Services staff in the provision of a range of services designed to support the student experience.
- Contributing your time and expertise to a range of activities including orientation, transition, graduation, clubs, workshops and SCOPE, that support and nurture students.
- Attending all Student Services Team meetings and other meetings as required.

3. *Professional networks*

The Student Welfare Coordinator and Counsellor will be expected to develop and maintain a wide network of allied support professionals and services where students requiring specialised and ongoing assistance can be referred.

4. *Compliance and professional approach*

Maintains the highest standards of professionalism by:

- Communicating effectively with all stake holders
- Briefing Supervisor and other key staff on important matters in a timely manner
- Participating in and contributing to professional development programs both at Hawthorn-Melbourne and the University of Melbourne
- Implementing and modeling high standards of work performance

Contributes to the professional standing of Hawthorn-Melbourne as a centre of excellence by:

- Developing and maintaining effective relationships with teachers and general staff, students, homestay hosts, education agents, parents and allied professionals/services.

Contributes to the growth and profitability of Hawthorn-Melbourne by:

- Actively promoting NAVITAS and Hawthorn-Melbourne's language programs, and student support services to potential clients, agents and associated Centres
- Effectively and efficiently managing resources and budgets.

Contributes to the maintenance of client confidentiality and privacy by:

- Ensuring confidentiality protocols and privacy regulations are understood and implemented
- Ensuring client records and personal information are stored securely according to the confidentiality protocols and privacy policy
- Cooperating with staff and external agencies in a way which ensures compliance with confidentiality protocols and privacy regulations

Contributes to the maintenance of a safe working environment by:

- Maintaining local workplaces that are safe and without risk to health;
- Ensuring relevant occupational health and safety regulations are complied with locally