

POSITION DESCRIPTION – Student Counsellor (JB)

ORGANISATIONAL CONTEXT:

Monash University is a leading Australian international university. Monash University Sunway Campus, Malaysia (MUSCM), located at Bandar Sunway with a medical school at Johor Bahru, was established in 1998 as a partnership between Monash University Australia (MUA) and the Sunway Group. The campus complies with Monash University standards and those imposed by the Malaysian Higher Education Authority.

The campus offers undergraduate and postgraduate degree programs in six academic Schools: Arts and Social Sciences, Business, Engineering, Information Technology, Medicine and Health Sciences, and Science. It has a number of administrative departments providing a full range of technical, information technology and other services in support of the university's academic programs. The campus has some 4,500 students and 400 staff.

The Central Administration of the Campus is comprised of six units: Advancement, Library and Learning Commons, ITS, Human Resources, Legal and Student Services.

The **Student Services division** of the campus provides services and administrative support ranging from orientation, admissions, enrolments, timetabling, student systems, student records, student wellbeing, counselling, student activities and experience to employment and career development. The division has two departments namely, Student Administration and Systems (SAS) department and Student Community Services (SCS) department.

The **Student Community Services (SCS)** department consists of two units: Counselling and Student Experience. The **Counselling Services** is an integral part of the University. The service ensures that students of the University have access to psychological counselling during office hours. The objective of the service is to help students through difficulties, dilemmas and anxieties concerning them, making their experience at Monash University a better one. The service focuses on the needs and goals of the person, and facilitates in enhancing their coping skills.

The **Student Counsellor (JB)** will provide expert confidential psychological counselling services for medical students in their clinical years, supporting the efforts of the medical faculty and staff in improving student experiences in the university's learning environment, and also to assist the students attain optimal academic, career and personal potential during their time at Monash University.

This position will be located at Monash University's Clinical School in Johor Bahru (JB) and will report directly to the Senior Counsellor at the Sunway campus, while maintaining a functional reporting line to the Head, Clinical School JB.

Attached is the organization chart of the unit.

KEY RESULTS AREAS AND RESPONSIBILITIES:

Provision of expert psychological counselling to students based at the Clinical School in Johor Bahru

- Clinical assessment interviews of presenting psychological, social and learning problems and level of severity
- Diagnosis, case management plans and delivery of counselling
- Provide cross-culturally sensitive services to international students
- Research and locate appropriate referrals and provide joint service provision where indicated
- Maintain confidential case notes, counselee database and statistics

Provision of pro-active educational and skill training programs to students

- Design and deliver workshops and seminars sometimes in collaboration with other departments
- Produce evaluation reports on all programs provided

Contribute to University risk management and crisis response process

- Assessment and management of those “at risk”, regarding self-harm, suicide or harm to others
- Respond to critical incidents through defusing, debriefing and counselling if required

Assist various sections of the university to identify and respond to student issues and needs

- Collect, analyse and report statistical and qualitative data based on service user feedback
- Provision of information to the broader university community regarding the student and staff experience
- Participate in and contribute expert knowledge through involvement in committees and special projects

Contribute to continuous improvement in operation and administration

- Participate in planning to meet objectives while responding to stakeholders’ needs and expectations
- Contribute to the development of policy and procedures in relation to the operation of the counselling services

KEY SELECTION CRITERIA:**Essential:**

- Postgraduate qualification in Psychological Counselling, and a licensed and registered practicing counsellor/psychologist
- 3-5 years of experience in psychological counselling and group work with demonstrated knowledge and skills in assessing and treating young adults with a broad range of psycho-social disorders, preferably in the tertiary education sector
- Excellent team work, verbal and written communication, negotiation and interpersonal skills including the ability to interact with students, teaching and administrative staff and other stakeholders
- Knowledge and understanding of the challenges and problems faced by students, and the principles and objectives of teaching and learning in a tertiary environment
- Knowledge of community welfare and mental health services and experience in referral procedures
- Demonstrated commitment to excellence in the provision of client-centred service and the promotion of a culture of continuous improvement
- Computer skills and ability to work with Microsoft programs eg. Word, Excel

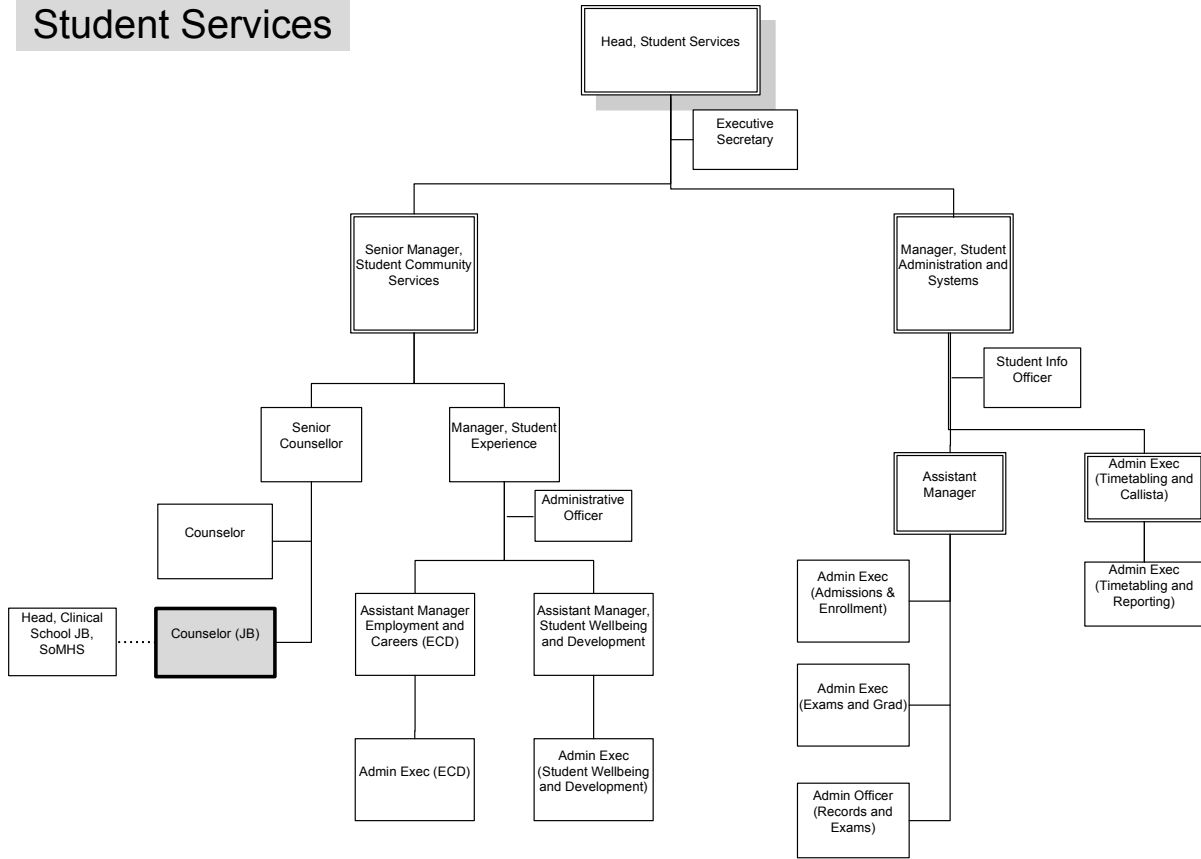
Highly desirable:

- High level of public speaking and presentation skills
- Proven flexibility to adopt various roles, and self-manage in a demanding environment
- Proven basic research and statistical analysis skills.

OTHER JOB RELATED INFORMATION:

- The incumbent will be expected to manage day to day operations of the Counselling section at Clinical School JB and seek support and guidance as and when required from the main services located at the campus in Bandar Sunway by telephone or video conference. In addition, he/she will be expected to travel to the main campus for professional supervision under the Senior Counsellor on a quarterly basis.
- Occasional out of hours or weekend work, for example, evening seminars, Open Day attendance. May be required at discretion of superior to work on projects.

ORGANISATION CHART
Student Services



(As at June 2009)