

Position Title: Student Wellbeing Manager (Psychologist)	Business Unit: Student Operations
Reports To: Chief Student Officer	Direct Reports: Yes, including supervision of interns
Employment Type: Full Time (with flexibility of hours)	Classification: Level 8 - Education Services (Post Secondary Education) Award 2020
Budget responsible for: N/A	Location: Various campuses

**Purpose of the Role**

At Collarts, students come first. We are proud to welcome a diverse range of learners to our VET and HE courses, and see difference as powerful. We are committed to making Collarts increasingly accessible, improving inclusion by partnering with students to understand their lived experience and change Collarts for the better. We know that students face a range of personal and learning challenges, and we aim to provide culturally appropriate, sensitive, trauma-informed services through allocated budgets and expert staff roles.

The Student Wellbeing Manager (Psychologist) is a vital, clinically qualified role designed to enhance the existing suite of student services at Collarts. This position will lead the development and implementation of a comprehensive Mental Health and Wellbeing plan, aimed at maximising student success and empowering staff to effectively teach and support our diverse student body.

The Manager will oversee a team of pre-qualified Masters interns, delivering one-on-one counselling services, facilitating small group sessions and proactive health promotion activities. The Manager will coordinate the case management of at-risk students, collaborating with other Collarts staff and services, and managing complex or high-risk cases.

Balancing short-term psychological support with community-building initiatives, the Manager will create programs that enhance wellbeing and improve student outcomes. These programs will be both responsive to current needs and forward-thinking, building students’ capacity for self-management, self-regulation, and connection with long-term community support. Recognising the importance of early intervention and multiple modes of support, the Manager will also develop accessible digital content to supplement brief, solution-focused service delivery.

Beyond direct student support, the Manager will provide leadership and specialist advice to staff, enhancing student transition and retention. Through individual consultations and professional development activities, the Manager will equip staff to effectively support students in achieving successful academic outcomes. Collaboration with key service providers (Equitable Learning, Academic Skills, Library, and Student Support) will be essential to deliver a cohesive and effective support network for Collarts students.

Finally, the Manager will work closely with the Head of People and Culture, sharing insights and resources to benefit the entire Collarts community, recognising the interconnectedness of wellbeing across all groups.

This position is based at the Wellington Street campus in Collingwood however will be available for appointments with students at our other campuses including the National Institute of Circus Arts (NICA) in Prahran. There may be occasional times when working outside of normal hours is necessary to coordinate events, meet project deadlines or support student needs.

## Strategic Goals the role contributes to the success of achieving

**We will better prepare students for study** with foundation courses that build capacity, capability and confidence. Our student support will be world-class, adapting to the needs of our diverse cohorts. We will partner with students to codesign an outstanding student experience.

### Key Outcomes

- Students have access to culturally appropriate, trauma-informed, professional counselling, wellbeing and psychological services
- Collarts offers a range of counselling practitioners suitable to address current and emerging student needs
- Interns provide a high standard of care to students and are supported to complete a successful placement at Collarts
- Collarts has a future-fit Mental Health and Wellbeing Plan that drives actions and accountabilities
- Collarts offers a range of proactive, preventative mental health initiatives that build resilience and wellbeing, protecting students from harm
- Collarts staff are supported and equipped to manage (online and on campus) classroom challenges
- The diversity of Collarts students is valued, and students are invited to partner with service providers to improve services
- Students at risk are case managed and monitored, reducing risk where possible and involving relevant external expertise as needed

### Key Accountabilities

The following accountabilities are not exhaustive, and others may be included as directed and in alignment with the role classification level.

#### Support for Students

- Drive the development and implementation of a new Mental Health and Wellbeing Plan for Collarts, balancing the provision of one-on-one or small group work with broader community initiatives that improve the lives of students and staff
- Manage a case load of individual counselling and wellbeing services to students, addressing a range of personal, academic, and social issues
- Coordinate with external mental health professionals and services to provide additional support and resources for students as needed, ensuring student cohorts at risk (regional and remote students, students with disabilities, neurodivergent students, LGBTIQA+ students and First Nations students) have access to culturally safe services with expertise in meeting their needs
- Develop and deliver workshops and seminars on topics related to student wellbeing, mental health, and personal development to build the capacity of students and staff to manage the challenges of study
- Maintain accurate and confidential records of counselling sessions, case management and wellbeing support
- Maintain and promote wellbeing services available for students across various platforms
- Provide leadership and advice to the Student Operations team on the achievement of positive student outcomes, driving coherence across a range of services and boosting the confidence of front-line teams and First Responders to provide outstanding customer service
- Stay informed about current trends and best practices in student mental health and wellbeing

#### Employee Support

- Supervise and mentor psychology placement interns, ensuring they receive a comprehensive and supportive learning experience
- Provide mental health advice, consultation and management of associated risks related to escalated enquiries and complex cases involving student welfare and safety

- Collaborate with academic and administrative staff to develop and implement wellbeing programs that promote mental health and resilience
- Collaborate with the Head of People and Culture to design and deliver education initiatives and wellbeing programs to teaching and support staff on current and emerging student needs
- Create internal processes and policies on the delivery of counselling, case management and wellbeing services for students and champion continuous improvement of these
- Contribute to the continuous improvement of student safety and wellbeing related policies

#### **Reporting**

- Systematically collect and analyse service delivery and case management data, track key metrics related to client demographics, presenting issues, interventions utilised, and client outcomes while ensuring adherence to ethical guidelines and data privacy regulations
- Critically evaluate case management data and the effectiveness of current wellbeing programs, employing a data-driven approach to identify trends, gaps in service provision, and areas for improvement
- Generate evidence-based recommendations for the development of targeted support programs and enhancements to existing services
- Monitor and review case management data from external services contracted by Collarts, adjusting delivery of internal services and synthesise this data with internal service data to inform adjustments in the delivery and focus of internal support services, ensuring a coordinated and holistic approach to student wellbeing

#### **Compliance**

- Maintain full compliance with all relevant legislation and regulations, including but not limited to:
  - Australian Psychological Society (APS) regulations
  - education legislation such as HESA, ESOS and the requirements of CRICOS / National Code
  - quality standards issued by education regulators TEQSA and ASQA
  - consumer protection and human rights legislation including anti-discrimination protections, and
  - workplace health and safety legislation and associated safety instructions.

#### **Selection competencies**

##### **Essential competencies**

- Unrestricted registration as a psychologist and supervisor with the Australian Health Practitioners Regulation Agency (AHPRA)
- Relevant post graduate qualifications, and at least five years' experience as a practitioner
- Demonstrated experience in providing counselling services in a multi-disciplinary team
- Strong interpersonal skills, with the ability to engage effectively with a diverse student population
- High level communication and interpersonal skills, including the ability to present to internal and external stakeholders
- Demonstrated ability to develop a Mental Health plan and to implement wellbeing programs and initiatives
- Commitment to maintaining confidentiality and ethical practice
- Demonstrated commitment to inclusion, diversity and reconciliation, ensuring services are culturally safe, inclusive and trauma-informed
- Demonstrated case management and risk management skills, including effective referral to and liaison with specialist external services

- Ability to obtain and maintain a working with children check

**Desirable competencies**

- Experience in providing counselling services within a higher education setting and/or to young adults
- Experience in responding to critical incidents, crisis presentations and gender-based violence
- Supervision of interns or students on placement
- Experience in building digital content for mental health or wellbeing initiatives

**Our Collarts Values**

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values. Lead by example in embodying our core values of:

**CURIOSITY** Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

**KINDNESS** Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

**CONNECTION** Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

**COURAGE** Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

**MASTERY** Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.