

SENIOR COUNSELLOR

BRANCH/UNIT	Student Experience Group		
TEAM	Customer & Student Success – Support / Counselling & Career Development Services		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	Senior Counsellor		
POSITION NO.			
ANZSCO CODE	272115	PCAT CODE	1229192
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW’s purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Senior Counsellor ensures the delivery of efficient and appropriate counselling services and programs to enrolled and prospective students. The role supervises other counsellors and staff involved in delivering and administering professional and best practice counselling services as well as providing direct counselling to students and contributing expertise to broader counselling services planning and implementation strategies.

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3. KEY ACCOUNTABILITIES

1. Responsible for the efficient management of counselling services through identification and determination of service priorities, regular service reviews and appropriate application of resources.
2. Conducting counselling/programs in the areas of educational, vocational/career and related personal matters, including where appropriate the use of educational, vocational and psychological tests.
3. Identifying, reporting and recommending to management on broad trends, issues and concerns relevant to students, educational programs and/or the campus.
4. Liaising with other senior counsellors across services teams for the purpose of planning and reviewing counselling services, including training/staff development, resource management and professional issues.
5. Establishing and maintaining appropriate links between counselling teams and community resources for the purpose of information and referral.
6. Providing educational consultancy and staff development programs in specialist areas where appropriate.
7. Supervising ancillary and support staff and ensuring the appropriate administrative functions for the team services including record keeping, data collection and maintenance of confidential files are undertaken.
8. Providing professional support and supervision to counselling staff through the provision of staff induction and training, opportunity for and access to staff development and professional / case supervision.
9. Ensuring professional standards, ethics and policies are applied within the counselling service, including appropriate recruitment, performance appraisal / development and resources maintenance.
10. Performing other duties relevant to the position.
11. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
12. Place the customer at the centre of all decision making.
13. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
14. Collaborate with staff to ensure the development and regular review of meaningful individual performance development review plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Establishing, building and maintaining productive relationships with a range of internal and external stakeholders to ensure counselling services are utilised for optimum benefits of students and TAFE NSW objectives.
- Coordinating work across a diverse range of activities including student and teacher support, direct counselling, consultancy and advice, administration and staff development to meet TAFE NSW programs, courses and student needs.
- Managing counselling services to achieve efficiencies at the same time as maintaining high quality in counselling services delivery.
- Maintaining currency in broader TAFE NSW and community services, programs and networks to ensure available resources for counselling are up to date, accessible and effectively used.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Counselling & Career Development	<ul style="list-style-type: none"> Receive leadership, advice and support.
Direct Reports	<ul style="list-style-type: none"> Provide leadership, advice and support.
SEG Delivery (teachers/TAFE Digital)	<ul style="list-style-type: none"> Work collaboratively on delivering student counselling services.
Customer & Student Success - Support Leadership teams	<ul style="list-style-type: none"> Inform and advise on counselling requirements impacting on Customer & Student Success Support processes. Build and nurture an engaging Customer & Student Success - Support community.
Broader Customer & Student Success Support managers, specialists & teams	<ul style="list-style-type: none"> Share and collaborate on delivering an effective counselling services.
Students	<ul style="list-style-type: none"> Supporting and providing a professional level of counselling services and support.
External	
Local Industry/Community/Professional networks/Educational Organisations	<ul style="list-style-type: none"> Build and maintain strong professional relationships to enhance and support the counselling service. Collaborate and network on service delivery programs and professional knowledge & information.

6. POSITION DIMENSIONS

Reporting Line: Manager Counselling & Career Development

Direct Reports: ~ 5

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS






1. Appropriate degree from a tertiary institution and at least three years study in psychology plus minimum two years appropriate vocational experience.
2. Current registration with The Australian Health Practitioner Regulation Agency (AHPRA).
3. Substantial experience in the provision of vocational, educational and personal counselling services.
4. Willingness and ability to travel as per business requirements.
5. Ability to address and meet focus capabilities as stated in the Position Description.

8. CAPABILITIES**NSW Public Sector Capability Framework**

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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FOCUS CAPABILITIES

The focus capabilities for the Senior Counsellor are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities**NSW Public Sector Capability Framework**

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices. Look for and take advantage of opportunities to learn new skills and develop strengths. Show commitment to achieving challenging goals. Examine and reflect on own performance. Seek and respond positively to constructive feedback and guidance. Demonstrate and maintain a high level of personal motivation.
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding. Translate technical and complex information clearly and concisely for diverse audiences. Create opportunities for others to contribute to discussion and debate. Contribute to and promote information sharing across the organisation. Manage complex communications that involve understanding and responding to multiple and divergent viewpoints. Explore creative ways to engage diverse audiences and communicate information. Adjust style and approach to optimise outcomes. Write fluently and persuasively in plain English and in a range of styles and formats.
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience. Ensure systems are in place to capture customer service insights to improve services. Initiate and develop partnerships with customers to define and evaluate service performance outcomes. Promote and manage alliances within the organisation and across the public, private and community sectors. Liaise with senior stakeholders on key issues and provide expert and influential advice. Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Ensure that the organisation's systems, processes, policies and programs respond to customer needs. Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. Seek contributions and ideas from people with diverse backgrounds and experience. Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions. Understand delegations and act within authority levels. Identify and follow safe work practices, and be vigilant about own and others' application of these practices. Be aware of risks and act on or escalate risks, as appropriate. Use financial and other resources responsibly.
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks. Use available technology to improve individual performance and effectiveness. Make effective use of records, information and knowledge management functions and systems. Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team and unit plans that consider team capabilities and strengths. Plan and monitor resource allocation effectively to achieve team and unit objectives. When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences. Ensure that team members work with a good understanding of business principles as they apply to the public sector context. Participate in wider organisational workforce planning to ensure that capable resources are available.