

POSITION DESCRIPTION

WELLBEING AND COUNSELLING SERVICES COORDINATOR

CONTEXT

Padua College provides a contemporary Catholic secondary co-education for young people within the regions of the Mornington Peninsula and Western Port Bay. Our College was founded by the Sisters of Mercy and is named after St Anthony of Padua. In partnership with our students, staff, parents, parishes and the wider community, Padua College gives witness to the Christian faith in our Catholic tradition. We aim to be a positive, creative, hope-filled learning community where Catholic values and spirit are shared and the sacred dignity of each person is nurtured.

The **North Star** is our guiding direction. It encompasses our “why” at Padua College as we align our vision and action. It inspires, challenges and provides direction.

We want every person to:

- recognise and utilise their God-given talents;
- be the best they can be; and
- make a positive impact on their world.

Our Core Values:

- a) We welcome and affirm
- b) We inspire growth of the whole person
- c) We create a love of learning
- d) We build positive relationships
- e) We embrace diversity
- f) We show compassion for those in need
- g) We reconcile and forgive
- h) We work for a just and peaceful world

OVERVIEW OF THE ROLE

The Wellbeing and Counselling Services Coordinator is a key member of our school community, providing essential support to the Counselling Services Team. This position serves as the initial point of contact for students seeking assistance from Counselling Services, providing initial coordination, allocation, referral and appointments for the counselling team, and undertaking various administrative tasks to ensure the efficient operation of the Counselling Services Team. The Wellbeing and Counselling Services Coordinator is expected to undertake a high proportion of tasks involving complex, specialised or professional functions, and will be required to liaise with the general community, government agencies and service providers.

The Wellbeing and Counselling Services Coordinator is a key member of the Counselling Services Team and reports directly to the Vice Principal - Students.

MAJOR AREAS OF RESPONSIBILITY

The responsibilities of the Wellbeing and Counselling Services Coordinator include but are not limited to:

- i. Administering the Counselling Services Team reception and providing an initial support response to students;
- ii. Coordinating and managing appointments for the Counselling Services Team;
- iii. Administrative duties associated with the effective management of the Counselling Services Team office;
- iv. in conjunction with the Vice Principal - Students, proactively seeking ways to enhance the delivery of preliminary contact in wellbeing services across the College;
- v. performing other duties and implementing decisions as requested by the Principal or the College Improvement Team.

STATEMENT OF DUTIES The following duties are aligned to the Wellbeing and Counselling Services Coordinator's major areas of responsibility.	
i. Reception and Support	<p>The Wellbeing and Counselling Services Coordinator will manage the reception and administrative functions of the Counselling Services Team, ensuring a welcoming and efficient service for students, by:</p> <ul style="list-style-type: none"> ● serving as the primary point of contact for students seeking support through Counselling Services; ● conducting initial assessments to identify students requiring immediate assistance and coordinating appropriate interventions; ● managing the intake and processing of student support requests, prioritising urgent cases to ensure timely and effective assistance; and ● collaborating closely with the Counselling Services Team Leader and the Counselling Services Team to facilitate a responsive, supportive, confidential and student-centred service.
ii. Appointment Management	<p>The Wellbeing and Counselling Services Coordinator will oversee the scheduling and coordination of appointments, ensuring seamless access to support services, by:</p> <ul style="list-style-type: none"> ● efficiently managing and coordinating appointments for the Counselling Services Team to optimise counsellors' availability and student support; ● maintaining precise and secure records of appointments and follow-up actions, adhering to child safe protocols, confidentiality, and privacy policies; and ● communicating appointment details with clarity and sensitivity, ensuring students and staff receive timely and accurate information.
iii. Administrative Duties	<p>The Wellbeing and Counselling Services Coordinator will provide essential administrative support to ensure the efficient and effective operation of the Counselling Services Team by:</p> <ul style="list-style-type: none"> ● delivering high-quality administrative assistance to the Counselling Services Team Leader and Counselling Services Team, including managing correspondence, filing, and data entry with accuracy and confidentiality. ● supporting the preparation of reports and documentation related to student wellbeing and counselling services, ensuring clarity, compliance, and professionalism. ● executing administrative processes with efficiency and precision, maintaining high service delivery standards; and ● collaborating with internal departments and external agencies as required to strengthen student wellbeing initiatives, in alignment with directives from the Vice Principal - Students, Counselling Services Team Leader and/or the Pastoral Executive Team.
iv. Enhancing delivery of wellbeing services	<p>The Wellbeing and Counselling Services Coordinator plays a vital role in enhancing the accessibility and effectiveness of wellbeing services across the College and will proactively seek ways to enhance initial contact in wellbeing services across the College, in conjunction with the Vice Principal - Students and Counselling Services Team Leader by:</p> <ul style="list-style-type: none"> ● independently applying existing policy within the Counselling Department and leveraging their specific knowledge, qualifications and experience to address challenges and enhance service delivery; and

	<ul style="list-style-type: none"> ● exercising sound judgment in modifying and adapting processes and procedures to improve the delivery of wellbeing services across the College. <p>Typical duties of the Wellbeing and Counselling Services Coordinator may include:</p> <ul style="list-style-type: none"> ● providing timely, high-quality and evidence-based initial care to students, ensuring a compassionate and student-centred approach; ● providing expert advice to the Vice Principal - Students and College Leadership to contribute to the ongoing development and strategic direction of wellbeing initiatives; ● conducting preliminary wellbeing assessments to promote the health, wellbeing and development of students who present to Counselling Services; ● delivering standard clinical professional services at an experienced level within the framework of College policies and guidelines, maintaining excellence in care and ethical standards; ● providing information and facilitating links between the school community and relevant health services to strengthen student support networks; ● identifying and coordinating appropriate referrals to external health practitioners and service providers to address individual student healthcare needs; and ● contributing to the development of best practice policies concerning health and student wellbeing and upholding high standards of care.
v. Expectations	<p>The Wellbeing and Counselling Services Coordinator is expected to:</p> <ul style="list-style-type: none"> ● be familiar with and comply with Padua College's Child-Safety and Wellbeing Policy and Code of Conduct, and any other policies or procedures relating to child safety; ● be familiar with and comply with legislated Occupational Health and Safety practices and participate in consultative processes to ensure workplace safety for staff and students; ● maintain currency of all relevant legislated and required College Occupational Health and Safety modules, and all First Aid and CPR Qualifications; ● undertake regular professional learning to maintain a high level of awareness of current and best practice in the major areas of responsibility associated with the role; ● attend College and Campus Staff Meetings as requested by the Principal or his/her nominee; ● attend at meetings with the Vice Principal – Students and Counselling Services Team Leader where required; ● perform any other day to day duties as requested by the Principal or his/her nominee. <p>This is a newly created role, and as such, the responsibilities and expectations outlined in this position description may be reviewed and updated as necessary to reflect the ongoing requirements of the Counselling Department and to ensure that it aligns with the mission and vision of the College.</p>

This statement of duties is not intended to be an exhaustive or exclusive list of duties assigned to the position. They are intended as a guide as to the responsibilities of the role. The position is subject to review and modification by the Principal (or nominee), in negotiation with the appointee, in response to the evolving needs of the College, and experience and expertise of the appointee. Any significant additions to the responsibilities may be requested by the Principal (or nominee) through consultation and mutual agreement with the appointee.

CHILD SAFETY

Padua College is committed to the safety, wellbeing and inclusion of all our students. The school has zero tolerance for child abuse and is committed to the protection of all children from all forms of child abuse. Particular attention is paid to the most vulnerable children (Aboriginal and Torres Strait Islander, culturally and/or linguistically diverse backgrounds and children with a disability). In this context, Padua College implements a regular and comprehensive Child Safety and Protection program across the entire Padua College community.

All staff at Padua College take an active role, and are well informed of their obligations, in relation to Child Safety under Ministerial Order No. 1359 "Implementing The Child Safe Standards – Managing The Risk Of Child Abuse In Schools And School Boarding Premises ". Employment at Padua College is subject to school policies including the Child Safety Policy, Child Safety Code of Conduct and Child Protection – Reporting Obligations Policy, being read, understood, and adhered to by being proactive in reporting any concerns or identified risk. Where students are under staff care, there is an obligation to take all practical steps to protect students where a risk to students' safety has been identified.

KEY ORGANISATIONAL RELATIONSHIPS

INTERNAL	EXTERNAL	COMMITTEES
Principal College Improvement Team Vice Principal - Students Counselling Services Team Leader Counsellors Pastoral Executive Staff Students	MACS DFFH	Counselling Services Team

CRITERIA FOR EFFECTIVE LEADERSHIP

The effective performance of the Wellbeing and Counselling Services Coordinator will be due to their capabilities across a comprehensive range of the following:

Attributes & Dispositions

- commitment to the Mission, Vision and Catholic identity of Padua College
- demonstrated ability to build positive relationships with students, staff, and parents, with a compassionate and empathetic approach
- a commitment to maintaining the highest standards of confidentiality and privacy in all aspects of the role and discretion when handling confidential and sensitive information
- a tenacious and resourceful capacity for hard work
- approachability as an active listener, negotiator and advocate
- perseverance, sensitivity, compassion and patience in the face of complex and difficult situations
- optimism, confidence and enthusiasm when motivating staff and students
- collaborative and flexible in professional settings
- openness to change and to learning in all situations
- dependability and reliability

Knowledge & Understandings

- relevant qualifications in nursing, adolescent mental health, or a related field; a nursing degree or equivalent with at least five years' experience is highly desirable
- previous experience in a similar role, ideally within a school or healthcare environment
- Experience in emergency medicine/crisis management and/or adolescent mental health is highly desirable

- proven experience in triaging vulnerable individuals, particularly in a school or healthcare setting, with the ability to remain calm under pressure
- a solid understanding of the mental health and wellbeing challenges faced by teenagers, with the ability to recognise signs of distress and respond appropriately.
- knowledge of the appropriate avenues and resources for seeking information, support and clarification in relation to the responsibilities of the role
- knowledge of the College's policies and procedures that impact on child safety and wellbeing
- knowledge of the appropriate avenues and resources for seeking information to support staff, parents and students in the wellbeing of young people
- demonstrated commitment to ongoing learning

Skills & Capabilities

- strong organisational abilities with attention to detail and the capacity to manage multiple tasks simultaneously
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- excellent written and verbal communication skills, with the ability to convey information clearly and sensitively.
- capacity to multi-task and pay close attention to detail
- ability to keep to timelines and manage multiple deadlines
- ability to collaborate and work in a team
- demonstrated ability to communicate clearly, personably and effectively
- capacity to maintain professional relationships within the College community and with other organisations on behalf of the College where necessary

TENURE, CONDITIONS AND REQUIREMENTS

CLASSIFICATION:	ESE Level 4 Category B \$85,801.00 - \$97,730.00 depending on experience 1.00 FTE
TENURE	Ongoing
APPRAISALS	Annual Review Meeting Formal review every 3-4 years
ENTITLEMENTS	Entitlements under the <i>Catholic Education Multi Enterprise Agreement 2022</i> (or its successors)
REQUIREMENTS	Basic current nursing or mental health nursing qualification with at least 5 years' experience is highly desirable Employee Working with Children Card National Police Check Completion of OHS Onboarding Modules

Authorised by: _____

Date: _____

Signed by: _____

Date: _____

Name: _____

Date of Document: May 2025

Date for Review: May 2028