



Position Description - Counsellor

Description and Selection Criteria

Lincoln Education Australia (LEA)

Lincoln Education Australia is a values-based, not-for-profit institution offering innovative, contemporary courses and exceptional teaching in a high-quality, multi-cultural learning environment with modern facilities and wide-ranging academic and learning support services. LEA promotes a culture of performance excellence through regular professional learning activities and leadership programs.

The Lincoln Education Australia vision is to become a world-class provider of higher education committed to preparing graduates with advanced knowledge and skills for career success, for transforming society and for responsible global citizenship. Our mission is to advance knowledge and scholarship, prepare students as critical and creative thinkers capable of responding to real-world challenges, develop leaders, inspire entrepreneurs and promote lifelong learning.

LEA begins operation in 2023 with a Bachelor and Masters degree that combine Business, Information Technology and Cyber skills. **These are entirely new degrees developed in collaboration with leading Australian and international academics drawn from business, IT and cybersecurity studies.** This position offers an exciting opportunity for the successful applicant to contribute knowledge, creativity and energy to operationalise LEA's vision and mission during the inaugural year and to and shape future directions.

Position Purpose

The Counsellor provides a range of advice and counselling services to facilitate successful student learning outcomes and to enrich the personal and social wellbeing of both students and staff.

The Counsellor provides support services within the broad parameters of LEA's strategic directions, in accord with LEA mission and Strategic Plan 2021-26. Promoting and fostering an organisational culture of high quality education, embracing cultural diversity, instilling humane values, and intercultural awareness.

Position Description

The Counsellor is appointed on a five-year renewable contract basis and is responsible for the delivery of responsive, proactive and consistent counselling support to contribute to the management of LEA's academic offerings and various services to students.



The level of appointment is dependent on qualifications and experience. Academic equivalency is assessed on a combination of formal qualifications and professional experience.

Responsibilities and Duties

- Provides confidential counselling services to support the academic success, and health and wellbeing of students and staff;
- Provides assessment, case-management, counselling and referral of LEA students including students in high-risk situations and with complex mental health concerns;
- Conducts outreach work by establishing links with specific staff and student cohorts;
- Liaise with LEA teaching and administrative staff and other relevant external agencies;
- Assist in crisis intervention with students and provide secondary/tertiary consultations to staff affected by incidents involving students;
- Clarifies problems, seeks options to resolve conflict, and negotiates agreed actions to deal with conflict;
- Takes a lead role as first responder in cases of sexual assault and sexual harassment for both staff and students;
- Ensures accurate student records are recorded securely through the use of LEA's Student Management System (SMS);
- Ensures administrative procedures are followed to meet the standard of service and reporting;
- Monitors and addresses any study / work place disputes, complaints and harassment allegations;
- Ensures that all operations are consistent with LEA policies and plans, including privacy, confidentiality, copyright, security and safety and also in accordance with the required government legislations and laws;
- Participates in and support LEA activities and various committees as needed; and
- Any other duties that the Student Experience Manager might give from time to time.

Essential Selection Criteria

- Postgraduate qualification in Psychology, Social Work, Counselling, or equivalent
- Registration with AHPRA to practice as a Psychologist, or eligibility for membership of the Australian Association of Social Workers
- At least 5 years of related experience;



- Demonstrated competency in brief, outcome informed counselling approaches, including strong assessment, intervention and referral skills;
- Demonstrated experience working with high risk students and in assessment and treatment of complex mental health issues;
- Demonstrated experience in dealing with specific concerns of diverse student cohorts including students from equity groups and international students;
- Demonstrated counselling experience and crisis intervention skills along with specialist knowledge in education or vocational training, youth at risk, mental health, learning skills, flexible learning, psychotherapy models, e-counselling, psychosocial programs, rehabilitation or trauma recovery;
- Good interpersonal, team and stakeholder management skills, as well as excellent communication and presentation skills; and
- Demonstrated computer proficiency and experience.

Desirable Selection Criteria

- Experience in working with international students in the higher education sector is preferred.

Equity and Diversity

LEA is an equal opportunity employer. Equality of opportunity and access is a critical priority for the institution. All LEA staff are wholly committed to equal opportunity in education, employment, and the welfare of students and staff. All staff at LEA are recruited and promoted on merit.

Occupational Health and Safety (OHS)

All staff recruited to LEA are inducted into a safe and healthy working environment. All staff at LEA are required to take all reasonable precautions for their own health and safety and that of other personnel who may be affected through their conduct. All staff are required to understand OHS responsibilities applicable to their position in LEA. Additional OHS responsibilities apply for staff supervisors, Managers, and other senior LEA personnel.

Reporting Relationship

The Counsellor reports to the Student Experience Manager and works closely with other Academic support and teaching staff.

Remuneration Package

An attractive package is negotiable and includes superannuation and other benefits. Professional development as applicable will be provided.



For queries, please contact

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Stating the job title in the Subject line