

POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	International Students Counsellor
Job Grade	E1
Classification	Executive
Campus/School/Unit	Sarawak Campus - Student Operations
Division	Student Operations
Term of Appointment	Permanent
Effective Date	July 2012

Position Purpose:

The primary focus of this position is the provision of expert confidential counselling services to students in the areas of psychological, emotional and social aspects to ensure that students obtain the necessary support to enhance their skills and academic achievements while enrolled at the University.

The **International Students Counsellor** is responsible for providing consultation and other psychological services while ensuring compliance with the Counselling Services Policy specifically but not exclusively for the university's international students.

The **International Students Counsellor** reports to the Assistant Manager, Student Services and is required to work closely with other heads of units and key staff across the campus.

University Information:

Swinburne University of Technology is a large multi-sectoral and multi-campus institution with a stated mission to be a pre-eminent entrepreneurial university in the Asia-Pacific, thriving on new ideas and knowledge and exploiting its intersectoral heritage to create value for its stakeholders.

Swinburne has campuses in metropolitan Melbourne at Hawthorn, Prahran, Lilydale, Wantirna, Croydon and Healesville and an overseas branch campus university in Kuching, the capital city of the State of Sarawak in Malaysia. It also offers an increasing number of subjects and courses via the Internet. Its programs cover the education and training needs of over 40,000 students ranging from apprentices through to doctoral students.

Swinburne is proud of its close links with industry, business and the community generally. It has gained a prominent and respected name in education in Australia and overseas through:

- government funded programs and research;
- industry and business funded research;
- consultancy and training;
- fee-for-service teaching;
- an international focus for its curricula, student recruitment and operations.

The Branch Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs and a limited number of diploma programs. The branch campus was established in 2000 as Swinburne Sarawak Institute of Technology, and on gaining university status in Malaysia, it changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004.

The Branch campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. In 2010 the Sarawak Campus has approximately 4,000 students from Malaysia and other countries and plans to expand rapidly as its staff and facilities are developed in the next few years to allow a wider diversity of courses to be offered.

The branch campus university in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its Foundations – Yayasan Sarawak and the Sarawak Higher Education Foundation. The academic operations of the campus are integrated with and overseen by the University in Australia.

Student Operations

The Student Operations is responsible for range of complex student administration functions which includes student administration policy, students' records management services, enrolments, examinations, student support services, enquiries and awards & ceremonies. The Unit is responsible in providing effective services in all these functions to the Chancellery and the academic divisions of the University. It also has a major role to play in the provision of information to internal and external parties. The role and function of the Unit is summarised in its name and basically includes:

Systems Records and Compliance:

- Database and system maintenances
- Timetabling and scheduling
- Students records
- Statistics

Student Administration:

- Enrolment and reenrolment
- Registration of new and continuing students
- The management and conduct of all university's examination.
- Graduate Verification
- Student financial assistance
- Results and transcript issuance
- Academic Calendar

Client Services:

- Student Information Centre
- Awards and Graduation Ceremonies
- Student Disciplines
- Career development
- Graduate Tracking
- Orientation & Transition
- Students Evaluations

Student Services

- Counselling services
- International Student Affairs including immigration matters*.
- Accommodation Services and residents welfare.
- Job Placement and Career Guidance

* The Unit is responsible for all aspects of support for international students from the moment they are enrolled. The Unit's international student responsibility includes renewal of study visa, welfare, and any other assistance that the international student would normally require.

URL to web pages: <http://www.swinburne.edu.my>

Participation on Committees:

The person will be required to participate on relevant committees.

Supervision Reporting Relationships:

<u>This</u> positions' supervisor/manager	Assistant Manager, Student Services
Other positions reporting to <u>this</u> position	N/A

Location:

This position is located at the Swinburne University of Technology (Sarawak Campus).

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	POLICY AND PLANNING	Assist the Assistant Manager to : <ol style="list-style-type: none"> 1. Formulate and implement plans and policy relating to counselling matters for the University. 2. Provide expert advice to the management on matters relating to student and staff counselling. 3. Ensure compliance with Counselling Services policy.
2.	MANAGEMENT AND ORGANIZATION	Assist the Assistant Manager to : <ol style="list-style-type: none"> 1. Implement mechanism for tracking and monitoring the effectiveness of counselling services. 2. Manage and maintain proper records for all the counselling session held for future references and monitoring. 3. Organise talks, seminars and student development program on areas relevant to the students academic needs including soft skills.
3.	CUSTOMER SERVICE	<ol style="list-style-type: none"> 1. To provide fast, efficient and reliable customer service. 2. Be accessible to all staff and students needing academic, social and emotional counselling including handling grievances. This may require working outside normal office hours in attending to resident needs. 3. Provide pastoral care to students particularly those needing special attention and support.
4.	LIAISON AND INTERACTION	<ol style="list-style-type: none"> 1. Establish and maintain links between Government Departments and other related government agencies pertaining to counselling services. 2. Liaise closely with other divisions namely Business Development and Communication department, Academic Department and Finance on issues or matters relating to all students.
5.	REPORTING	<ol style="list-style-type: none"> 1. Provide regular reports to the Assistant Manager, Student Services on counselling matters. 2. Maintain proper tracking and monitoring records of counselling services provided to students as well as monitoring progress of students being counselled to ensure effectiveness.
6.	OTHER DUTIES	<ol style="list-style-type: none"> 1. Other duties as required and directed by the Assistant Manager, Student Services or Registrar and Manager of Student Operations.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential/ Highly Desirable / Preferable
1.	A degree in counselling or professional qualification from a Malaysian or overseas university in an area relevant to the duties. Must be a registered counsellor and member of the Malaysian Counselling Association (PERKAMA).	Essential

Experience / Knowledge / Attributes: Required by the person to successfully perform the positions key responsibilities.		Essential/ Highly Desirable / Preferable
1.	Excellent administrative and organising skills.	Essential
2.	Excellent communication skills in written and spoken English and Bahasa Malaysia.	Essential
3.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.	Essential
4.	5 years of relevant working experience as student counsellor.	Highly Desirable
5.	Experience in working with adolescent and adults including an understanding of the international culture.	Highly Desirable

Swinburne Attributes:

Our attributes inform the selection process; however, a written response to the attributes is not required. The attributes are:

Building Organisational Capability	Demonstrates Personal Integrity	Manages Change Effectively
Builds Relationships	Drives Service Excellence	Provides Educational Leadership
Creates a Learning Environment	Exhibits Entrepreneurial Skills	Sets Direction

For information refer to the following weblink: [Swinburne Attributes](http://www.swin.edu.au/corporate/hr/attributes/)
(<http://www.swin.edu.au/corporate/hr/attributes/>).

Further Information:

Further information is available from Andrea Sim, Manager, Human Resources at telephone 082-416353 ext. 8756, fax 082-260821, email asim@swinburne.edu.my

Applications:

Applications should include with their application a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name:

Date:

Signature: