POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Student Counsellor
Position Grade	E1
Category	Executive
Campus / Unit	Sarawak Campus – Student Engagement
Term of Appointment	Full-time Appointment
Effective Date	September 2023

Position Purpose

The primary focus of this position is the provision of student advices and pastoral care to ensure that students obtain the necessary support to enhance their skills and academic achievements while enrolled at the University.

The position will reside within the Student Engagement and will report directly to the Assistant Manager, Student Life.

The position is responsible for the management of student counselling and welfare, including pastoral care which involves contributing to:-

- Provide student counselling in academic and social.
- Organise and conduct student development programs.
- Monitor the performance of student with special needs and the academically weak.
- Handle student grievances, conflicts and to resolve them.
- Provide assistance in the organisations of all Student Services Activities.

The position works closely with academic staff at Swinburne Sarawak and liaises with staff at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources.

University Information

As a 21st century university at the cutting edge of technology, innovation and entrepreneurship, Swinburne University of Technology has an ambitious vision to become the prototype of a new and different university. A next generation university. With a century long history of educating and training students with high-quality, career-orientated education and strong links to industry and the community it aims to bring people and technology together to create a better world.

Swinburne has an international reputation for quality research that connects science and technology with business and the community. The University standing in prestigious world academic ranking lists reflects our commitment to high-quality teaching and research and graduate outcomes.

Swinburne's emphasis is on high quality, engaged teaching and research in science, technology, business, design and innovation – teaching and research that makes a difference in the lives of individuals and contributes to national economic and social objectives.

Swinburne works to advance quality research through partnerships with industry, our communities and other universities within Australia and internationally, to achieve outcomes that are directly relevant to industry and society.

Swinburne offers both Higher Education and Vocational Education courses and programs, along with online education through both Swinburne Online and Open Universities Australia. The University has multiple

campuses in Melbourne, Australia, and also an international campus in Sarawak, Malaysia.

The 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. The Campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology Sarawak Campus in June 2004.

The Campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. The Sarawak Campus has students from Malaysia and other countries, and plans to expand rapidly as its staff and facilities are developed continuously to allow a greater number and diversity courses to be offered.

The Campus in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its shareholders – Yayasan Sarawak and the Sarawak Higher Education Foundation. The campus is part of a long-term strategy by Swinburne Australia, established in 1908, to globalise its operations and provide its students with international living, working and learning opportunities.

Student Engagement

The Student Engagement (SE) Unit is responsible for a range of complex student-centred functions which is divided into two distinct areas, Systems and Administration (visa services, student records, enrolments, examinations and graduation) of students in the University and Student Services (Accommodation, Counselling and Support, Employability, Student Experience and Welfare) provided to students. There is also the Complaints, Reviews, Appeals and Misconduct (CRAM) framework that is a feedback avenue for the University community.

The Unit is responsible for providing effective services in all these functions to the Chancellery and the academic units of the University. It also has a major role to play in the provision of information to internal and external parties. The roles and functions of the Unit include:

Student Systems and Administration:
- Systems and applications – evaluation, maintenance and training; design and administration of web and applications
- Surveys and evaluations – reports and statistics
- Scheduling – timetabling and class scheduling, including room bookings
- Financial Advisory and Insurance – study loans and scholarships, insurance
- Visa Unit – application of new visa, renewal of visa, medical check-up, cancellation of visa, support for licence renewal, reporting to MOHE & Immigration
- Student Information & Records – general enquiries, academic calendars, registration, enrolment and re-enrolment, issuance of student ID cards and letters
- Graduation, Assessment & Student Progression – graduation, verification, letter of completions, assessment, results checking & publication.

Student Services:
- Employability – internship, employment, graduate tracking, Student Emerging Leaders Program (SELP) and Swinburne People of Tomorrow (SPOT)
- Student Counselling & Support – counselling, student development services, Behavioural Risk Assessment and Management (BRAM)
- Student Experience – plan, organise, implement and monitor all student activities on campus, advisor to the Swinburne Sarawak Student Council (SSSC), plan and coordinate orientations, coordinate the Volunteering Program (SLVP).
- Safer Community – Pastoral Care and Student Emergency Fund.
- Accommodation – administration and management of student accommodation, maintenance of the hostel facilities, safety and security of the on-campus hostels, activities, welfare and wellbeing of hostel residents, supervision of the resident advisor program, referral for off-campus accommodation.

URL to web pages:	https://www.swinburne.edu.my

Participation on Committees

The appointee will be required to participate in the relevant committees as and when required for the efficient performance of duties and as directed by the Assistant Manager, Student Life; Manager, Student Services; Registrar and Director, SE; or by an authorised personnel.

Supervision Reporting Relationships

This positions' supervisor/manager	Assistant Manager, Student Life
Other positions reporting to this position	None

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 <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

	Key Responsibility Areas	
1.	**POLICY AND PLANNING**	Assist the Assistant Manager to: • Produce students' plans and policy relating to Counselling matters. • Ensure the implementation and compliance of the Counselling Services Policy. • Create and update policies relating counselling services. • Plan counselling and students' development activities for student with special needs and academically weak students.
2.	**MANAGEMENT AND ORGANISATION**	Assist the Assistant Manager to: • Manage and maintain proper record for all the counselling session held for future references. • Organise talks, seminars and student development Program on areas relevant to the department.
3.	**LIAISON AND INTERACTION**	• Establish and maintain links between government departments, other related government agencies and outside counselling professionals pertaining to students matters. • Liaise closely with other Units, Faculties and others on issues or matter relating to all students.
4.	**REPORTING**	• Provide regular reports to the Assistant Manager, on the all activities undertaken.
5.	**OTHER DUTIES**	• Other duties as required and directed by the Senior Student Counsellor, Assistant Manager, Manager, Student Services; or Registrar and Director, Student Engagement; or PVC & CEO (Sarawak); or any other person as assigned by the authorised personnel.

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 Bachelor's degree in Counselling or professional qualification from a Malaysian or overseas University. Fresh degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		**Essential / Highly Desirable / Preferable**
1.	A registered counsellor and member of the Malaysian Counselling Association (PERKEMA).	Essential
2.	Excellent presentation and organising skills.	Essential
3.	Excellent communication skills in written and spoken English and Bahasa Malaysia.	Essential
4.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.	Essential
5.	Some working experience as student counsellor.	Highly desirable
6.	Knowledge of the Malaysian education system and an understanding of the key issues relating to the students' welfares.	Highly desirable

Further Information

Further information is available from Human Resources at fax +60 82 260821, email careers@swinburne.edu.my.

Applications

Applications should include with their application a detailed CV indicating 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 prior to 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 :