

POSITION DESCRIPTION:



SECTION A: Position Context

Position Title	Student Counsellor
Position Grade	E1 – Officer
Category	Executive
Campus / Unit	Sarawak Campus – Student Engagement
Term of Appointment	Fixed-term Appointment
Effective Date	January 2026

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 Senior Counsellor.

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 Counselling 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.

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 Senior Counsellor; or Assistant Manager, Student Life; or Manager, Student Life and Support Services; or Director, Student Experience and Employability; or by an authorised personnel.

Supervision Reporting Relationships

<u>This positions' supervisor/manager</u>	Senior Counsellor; or any other person as assigned by an authorised personnel
<u>Other positions reporting to this position</u>	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 major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	GENERAL ADMINISTRATION AND MANAGEMENT	<p>Assist the Senior Counsellor to:</p> <ul style="list-style-type: none"> ▪ Contribute to improvement of student counselling processes. ▪ Ensure the implementation and compliance of the Student Counselling framework. ▪ Manage and maintain proper record for all the counselling sessions held for future references as well as data analysis purposes.
2.	OPERATIONS AND ORGANISATION	<ul style="list-style-type: none"> ▪ Promote a culture of care, inclusivity, and well-being. ▪ Assist students manage anxiety, depression, stress, loneliness, and other emotional challenges in a safe and confidential environment. ▪ Assist students who are struggling academically by helping them develop study skills and time management strategies. ▪ Provide immediate support and connect students with appropriate resources in emergencies such as emotional breakdowns, trauma, or suicidal thoughts. ▪ Coordinate and organise talks, seminars and student development Program aligned with the Student Counselling unit. ▪ Coordinate and organise activities and events aimed at promoting awareness, including mental health awareness initiatives.
3.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> ▪ Establish and maintain links between hospitals, government departments (psychiatrics), 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.	POLICY & PLANNING	<ul style="list-style-type: none"> • Implement and ensure compliance with all the policies relating to the area of responsibilities / section. • Assist in the development of policies and regulations relating to the area of responsibilities /section
5.	CUSTOMER SERVICE	<ul style="list-style-type: none"> • Provide a welcoming and supportive environment for students/clients. • Listen actively and empathetically to understand concerns without judgment. • Respond promptly and professionally to inquiries, appointments, and follow-ups. • Maintain confidentiality and ethical standards at all times. • Communicate clearly about counselling processes, boundaries, and available services. • Manage appointments efficiently, including scheduling, reminders, and time management. • Handle concerns or complaints professionally and escalate when necessary. • Provide accurate information and appropriate referrals to internal or external support services. • Demonstrate cultural sensitivity and respect for diverse backgrounds. • Follow up appropriately to ensure continuity of care and client satisfaction.
6.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> ▪ Execute OHS requirements in respective work areas. ▪ Maintain cleanliness, good housekeeping and overall safe work environment; and ▪ Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.

Key Responsibility Areas		
7.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> ▪ Commit to the Swinburne Values. ▪ Conduct work professionally while demonstrating the Swinburne Values at all times.
8.	REPORTING	<ul style="list-style-type: none"> ▪ Provide regular reports to the Senior Counsellor, on all counselling sessions, activities/events/talks/program undertaken.
9.	OTHER DUTIES	<ul style="list-style-type: none"> ▪ Other duties as required and directed by the Senior Counsellor; or Assistant Manager, Student Life; or Manager, Student Life and Student Services; or Director, Student Experience and Employability; 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) A Bachelor's degree in Counselling or relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; or (b) A Diploma with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential
2.	A registered counsellor and member of the Malaysian Counselling Association (PERKEMA).	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	Excellent presentation 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.	Some working experience as student counsellor.	Highly desirable
5.	Knowledge of the Malaysian education system and an understanding of the key issues relating to the students' welfares.	Highly desirable
6.	Experience in organising suitable events/activities for students/adults or creating awareness on matters related to counselling.	Highly desirable