

**FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION**



VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

1. POSITION DETAILS

Position	: Counsellor
Grade	: 5
Incumbent	:
Division	: Office of the Registrar
Department	: Student Support Services
Location	: Natabua Campus
Reports to	: Registrar through Manager Student Support Services

2. PURPOSE

The Fiji National University Counsellors will provide counseling service to FNU Students, Staffs and Faculty on various issues related to emotional and cultural adjustment, crisis management, stress, interpersonal conflict and personal development. The Counsellor will be responsible for promoting the personal development of students and proactive in dealing with personal issues that may impact their studies. The Counsellor will provide various support services for students by helping them adjust better to the demands of University life and successfully accomplish their academic goals.

The Counsellor will provide an empathetic and safe environment for students to discuss confidentially issues related to their personal development, anxiety and stress, time management and grief. The Counsellor will also offer referral services for students to other institutions dealing with related issues. The Counsellor will also provide support to special needs students adjust to University life and alert the University to the importance of addressing the needs of such students.

The Counsellor will be required to maintain complete records of counseling provided, provide monthly reports to the Registrar, attend training & meetings and provide training and consultation to staff and students. The Counsellor would be required to participate in the relevant academic committee for semester review of students at risk and perform other related tasks that are a part of the student services academic support.

This position will require the incumbent to travel to other campuses as and when required.

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3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager Student Support Services**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
N/A	N/A

4. KEY ACCOUNTABILITIES

Secretariat Management

- Conducts intake interviews with students who request counselling services and completes the required clinical documentation within the same day
- Ensure that services are efficient and not time consuming for client
- Arrange counselling outreach activities at the various FNU campuses
- Appoint counselling liaising officers in various FNU Campuses to assist in determining the need in each respected campus with regards to advocating activities
- Provide crisis intervention for FNU residents on a schedule basis
- Allow easy access to students and staff in communicating issues through available communication portals
- Provide individual and group counselling sessions to FNU students as well as teacher support
- Always be updated with current student issues and curriculum fixtures
- Keep records and reports up to date regarding caseload
- Provide monthly reports to the Registrar on counselling activities
- Provide psychological assessment, intakes and appropriate referrals
- Provide support for university initiatives requiring a counselling perspective
- Participate in the relevant academic committee for semester review of students at risk
- Provide training to Resident Assistants and other student groups as needed
- Prepare working calendar
- May perform other related tasks that are a part of the student services academic support
- Provide consultation to staff faculty and parents seeking assistants with troubled students or those with serious mental health illness
- Attends training seminars, staff meetings and supervision on a weekly basis and in a prompt manner
- Acts as a university resource on psychology and represents Counselling Services in the university community
- Acts as a liaison between client and campus or community resources as needed
- Interacts with students and staffs in a professional and ethical manner
- Do not compromise confidentiality of information in any given situation.
- Represents the department and division at public relations events as requested

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Counselling Service Outreach and Programme Delivery <ul style="list-style-type: none"> • Ensure the management, development and implementation of – Operational Plans, budgets for the Counselling section. • The efficient coordination, facilitation, and management of the activities & operations of the Counselling section. • Takes responsibility, through management role, for all counselling service activities. • Makes recommendations, to the Manager as required (or as opportunities arise) <ul style="list-style-type: none"> ○ Communication with stakeholders ○ Coordinate and manage all counselling service “events”
Financial Management <ul style="list-style-type: none"> • Maintain and coordinate financial management protocols & practice • Assist the Manager in developing Counselling section budgets.
Staff Management <ul style="list-style-type: none"> • Effectively manage all staff relations • Determines staffing requirements for all Projects and activities for the Counselling section under the Office of the Registrar. • Ensure appropriate communication systems are in place, for all staff (e.g. staff meetings, Project reporting, etc.)
Member, Community, and Public Relations <ul style="list-style-type: none"> • Ensure that the Registrar’s Office (objectives, Mission, Projects, etc) are consistently presented in a strong & positive manner, to all stakeholders • Identify and articulate (through Projects & activities) the needs of the Office of Registrar Staff and all relevant stakeholders • Establish and/or maintain the necessary relationships/contacts with essential stakeholders • Establish and/or maintain consultative networks within key industry stakeholders and groups • Act as a spokesperson & ambassador for the Counselling section on behalf of the Registrar • Develop appropriate - information, public relations & communication methodologies (e.g. newsletters, media releases, website, etc)
<ul style="list-style-type: none"> • Administrative Duties relating to all matters that the membership of a University entails, including duties related to School/College/University wide activities
<ul style="list-style-type: none"> • General Responsibility to undertake all other duties as directed by the supervising officer, the Director, Dean, or the Vice Chancellor.

5. KEY CHALLENGES

- Handling the sensitive information pertaining to students and staff.
- Some **evening** and **weekend work** will be required for **Campus Life & sporting** Events

6. AUTHORITY LEVEL

- Operating Expenditure : N/A
- Capital Expenditure : N/A
- Others : N/A

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7. QUALIFICATION & EXPERIENCE

Essential:

- A Bachelor's degree in Psychology/Behavioural Science/ Counselling
- 4 years' work experience in psychology/behavioural science or counselling

Desirable:

- Work experience in a tertiary institution setting

8. KNOWLEDGE & SKILLS

- Excellent communication and interpersonal skills
- Ability to relate well with young adults from diverse backgrounds
- Enormous patience, and discipline in terms of maintaining confidentiality at all times

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Director, Manager, Support Staff, Head of Department, Head of School, Dean(s), Vice Chancellor, Staff and students	Daily

EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Students, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities	As and when required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.