

# POSITION DESCRIPTION

## UTS:HUMAN RESOURCES

**POSITION TITLE AND NUMBER** Career Counsellor

**UNIT/FACULTY:** CAREERS SERVICE

PURPOSE OF THE ROLE

The career counsellor provides professional and effective career counselling and designs, develops and implements programs and strategies that meet the career development needs of enrolled and graduate students and ensures the quality of these services. The incumbent initiates and facilitates effective partnerships between the University and its broader community, in particular local and international graduate employers to facilitate the employment of UTS graduates, promote the reputation of the University and achieve the outcomes of the University's Strategic Plan. The careers counselor initiates and facilitates work integrated learning opportunities for current students.

WORKING ENVIRONMENT

The Student Services Unit is located within the Teaching Learning and Equity Division. Student Services consists of a Counselling Service, Health Service, Housing Service, Careers Service, Special Needs and Financial Assistance Service, Peer Learning and Social Networking Programs and Chaplaincy.

The University Careers Service will provide in an accessible, effective and efficient manner information and resources for students to successfully realise their academic and vocational goals and ambitions; empower students through skill development for the transition to work; assist students in finding casual, part time and full time work; promote UTS students and graduates and the achievements of the University to the wider community; market the role and function of the Careers Service to the University and broader community; and recognise and access contemporary technological innovation in the delivery of services to its clients within and outside the University. The Careers Service will provide a Career Resource Centre providing wide access to information in a variety of formats.

DIMENSIONS

<b>STAFF</b>	<b>Student Services</b>	<b>31</b>
	<b>Careers Service</b>	<b>9.6</b>

### UTILISATION OF CAREERS SERVICE, 2010

Workshops attendance: During 2010 the Careers Service conducted 117 workshops, 35 of which were in response to requests from faculties. The workshops represented approximately 172 contact hours and 4746 students attended.

Individual Career Counselling (visits): 1034 career counselling sessions were conducted during 2010.

Number of Employer organisations recruiting on campus: In 2010, 183 organisations and approximately 4640 students attended careers fairs organised by the Careers Service.

During 2010, 40 on-campus company information sessions were conducted, attracting 2283 students.

916 student resumes were reviewed by the Careers Service during 2010.

Major events include:

Annual Careers Fair, Vacation Fair, Education Employment Fair, Nursing and Midwifery Careers Fair and the Engineering Fair

#### REPORTING RELATIONSHIPS

The Career Counsellor, will be one of eight positions that report to the Manager, University Careers Service, Student Services. The other positions are Career Learning Coordinator, Career Counsellors, Career Knowledge Coordinator, Administration Co-ordinator, and an Administration Officer.

#### MAJOR ACCOUNTABILITIES

The incumbent will provide professional career counselling services to enrolled and graduating students, collaborate with faculty staff to meet the career development needs of their students and provide other appropriate client services as required.

The major tasks include:

Career counseling/coaching

Includes vocational assessment and computer assisted guidance for undergraduates, postgraduates, international, referrals and staff. Typical situations include career direction, course issues, job seeking strategies, transitional counselling, career development etc.

Employer programs

- assists with the organization and develops student awareness of employer activities
- liaises with employers to develop relationships and ongoing partnerships with UTS

Faculty Liaison

- developing and strengthening links with Faculties through innovative utilisation of technology and curriculum development.
- design, development and implementation of discipline specific workshops to enhance employment outcomes for students.
- provision of contract learning to and assessment of students as part of their formal course requirements.
- provision of train the trainer sessions to academic staff

Information technology

- utilise computerised career guidance programs
- manage internal information systems and records
- access career information using a variety of technologies
- utilise technology in providing access to career development programs

Workshops

Design, develop and implement a broad range of workshops and seminars to meet needs of students. Initiated new workshops in response to student needs and changing graduate labour market.

Research

- Research and writing of career relevant articles for both internal and external publications. Development and dissemination of career information and resources.
- Conducts evaluation and applied research for the enhancement of service delivery and outcomes.

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## Public relations

- developing, managing and servicing an evolving client employer group
- promoting the services provided by the Careers Service.

## CHALLENGES

- providing effective professional careers counselling based on high levels of counselling skills and dissemination of current career information to a diverse range of clients.
- initiating innovative work practices and strategies which will maintain and improve the quality of the service provision with an increasing emphasis on income generation.
- designing, developing and implementing a wide range of varied and complex programs and activities to meet major service demands with peak activity pressure throughout the academic year.
- promoting and marketing the career development process as an integral part of the university experience to students and academics.
- maintaining knowledge of and providing access to current, authoritative information regarding the future of work, new technologies and the continually changing labour market.
- partnering with academic staff to meet the career development needs of their students by implementing curriculum initiatives

## AUTHORITY TO ACT

The incumbent works under the general direction of the Manager UTS Careers Service. The incumbent is expected to be able to prioritise the tasks the position entails with minimum supervision. This requires an ability to plan workflow and develop appropriate procedures to balance competing demands. The incumbent supervises interns on professional placements, mentors other career counseling staff and oversees administrative staff.

## CONTACTS AND CRITICAL RELATIONSHIPS

### **Internal**

The incumbent meets regularly and on a needs basis with the Manager and all other career service staff. The incumbent also liaises with students; Student Services Unit; units within the University; Faculty and School academic and administrative staff.

### **External**

The incumbent is responsible for maintaining effective relationships with:

- students.
- other areas of UTS
- employers, government departments and professional associations.
- universities and other institutions.
- service providers to ensure expedient progress of projects and activities.

## SKILLS AND ATTRIBUTES

The Career Counsellor must comply with the professional member requirements of the Professional Standards for Career Development Practitioners

### **Knowledge/Qualifications**

A relevant undergraduate degree and a career specific postgraduate qualification.

Knowledge of the graduate and postgraduate labour market, nationally and internationally

### **Experience**

Extensive experience as a career counsellor preferably in the higher education sector

Extensive experience in design, delivery and evaluation of tailored workshops or other educational programs.

### **Skills**

Highly developed counselling skills with diverse populations.

Develops and provides learning programs and training packages relating to career and work skills, and integrating programs within curriculum and relevant professional standards

Accesses current labour market information to adequately prepare students for employment relevant to industry needs.

Uses excellent verbal and written communication skills to convey information and gain acceptance of career development initiatives throughout the university.

Utilises technology to deliver appropriate services and to manage resources and communications.

Builds and maintains cooperative and productive working relationships with internal and external stakeholders

Employs methods and systems to initiate, maintain and control the progress of long-term projects and daily work.

ORGANISATIONAL CHART

**See attached**