

# MANAGER, SAFETY AND INTAKE

DEPARTMENT/UNIT	Safer Community Unit
FACULTY/DIVISION	Office of the Deputy Vice-Chancellor (Student Experience) and Senior Vice-President
CLASSIFICATION	HEW Level 9
DESIGNATED CAMPUS OR LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#ChangeIt](#) with us.

**Community Support and Wellbeing (CSW)** works to support the safety and wellbeing of the University community, with a focus on students. CSW aims to create a vibrant, inclusive, caring and safe campus experience for students and staff through the provision of innovative non-academic programs and services, which strengthen community and foster wellbeing and performance. The area comprises the Safer Community Unit, Counselling and Psychological Services, and University Health Services.

**Safety and Support Services (SASS)** delivers key services that support the response to problem behaviour and complex mental health presentations at the University. The **Safer Community Unit** provides a central point of inquiry, advice, investigation, risk assessment, and management in

relation to concerning or threatening behaviours and incidents (including sexual offences, sexual harassment, stalking, family and interpersonal violence, threats, hazing and mental health-related behaviours) impacting the Monash community. The **Coordination, Assessment, Referral, Education (CARE) Service** provides comprehensive support to Monash staff and students with multiple and complex needs, or who are involved in disciplinary proceedings.

## POSITION PURPOSE

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The Manager, Safety and Intake, supports the Safer Community Unit and CARE Service in supervising the intake and triage of all enquiries, reports and referrals. This involves providing supervision to a team of Intake Specialists, overseeing administrative support to SASS and coordinating triage of high-risk incidents across the Monash Group. The role will also be responsible for providing advice and managing strategic projects that support continual improvement and innovation in intake and triage across SASS.

**Reporting Line:** The position reports to the Director, Safety and Support Services under broad direction, working with a degree of autonomy

**Supervisory Responsibilities:** The position provides routine supervision to SCU's team of ongoing and casual Intake Specialists

**Financial delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Oversee the intake, triage assessment, and information gathering of all enquiries, reports and referrals to SCU and the CARE Service across the Monash Group, ensuring timely responses, including for incidents offshore and at international campuses, in line with operational procedures
2. Provide expertise and decision-making on the referral or escalation of all enquiries, reports and referrals to SCU and CARE Service (or to other Monash or external stakeholders), including for urgent and high risk matters that require immediate escalation, and independently address low-risk matters within procedural guidelines
3. Lead service innovation projects and continuous improvement of intake and triage functions in line with best practice standards and the strategic goals of SASS, CSW and the wider University
4. Lead and manage a team of Intake Specialists, including monitoring service coverage, quality and standard, and overseeing staff performance to deliver consistent service outcomes
5. Manage intake and triage protocols, regulatory requirements and risk-assessment frameworks to ensure a consistent, trauma-informed initial response to all disclosures and reports to SASS services
6. Apply an evidence-based best-practice approach to the intake and triage of enquiries, reports and referrals to SCU and CARE Service, including disclosures of gender-based violence and crisis mental health presentations, keeping updated on relevant university policies and procedures, legislation, best-practice approaches and research
7. Chair intake and triage meetings, including across the Monash Group, leading the classification and allocation of cases to appropriate pathways
8. Oversee administrative support for SASS, including managing business processes, expenses and purchasing, supporting meetings and committees, project administration, and the coordination and organisation of conferences and training events

9. Assist in the delivery of SASS projects, including the coordination and development of communications, training, events and digital and print resources. Build and maintain strong working relationships with key internal and external stakeholders, including Health, Safety and Wellbeing, Respectful and Ethical Conduct, Security, and Counselling and Psychological Services to support appropriate referrals and sharing of information
10. Ensure all communications, advice and responses comply with laws, university policies and procedures, and are informed by best practice and current research
11. Maintain accurate and detailed records enquiries, reports and referrals, ensuring the accuracy and storage of information in relevant databases are up to date and in line with relevant university policies, procedures and legislation, as well as providing metrics, key indicators and reports to the Director Safety and Support Services
12. Other duties as directed from time to time

## **KEY SELECTION CRITERIA**

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### **Education/Qualifications**

1. The appointee will have:
  - Postgraduate qualifications or progress towards postgraduate qualifications and extensive experience in a relevant field, such as counselling, social work, psychology; or
  - an equivalent combination of relevant experience and/or education/training; and
  - extensive experience and management expertise

### **Knowledge and Skills**

2. Extensive experience in managing specialist teams, with the ability to develop and motivate a team of specialists committed to a high standard of service delivery
3. Sound operational experience in complex behavioural and mental health triage risk assessment, with expertise in identifying appropriate escalation and referral pathways
4. Extensive experience managing services, including coordination of trauma-informed response to a high volume of enquiries, including acute and high risk presentations.
5. Exceptional administration skills and a demonstrated capacity to lead the development and implementation of strategic projects for service innovation and improvement, including operational processes and systems
6. Highly developed relationship management skills, including the ability to interact with, negotiate, influence, and establish and maintain sound working relationships with a diverse range of internal and external stakeholders at various levels on complex, sensitive issues
7. Strong ability to interpret university policies and procedures, as well as relevant legislation, criminal justice processes and research, to contribute to the review, development and application of policy and procedures
8. Exceptional interpersonal skills, including an ability to manage persons in crisis, highly emotional or aggressive states, and to apply judgement when communicating with such individuals
9. Excellent verbal and written communication skills, including in relation to the preparation of written communication, the delivery of verbal briefings, an ability to communicate effectively with a range of individuals and groups from diverse backgrounds
10. Highly developed planning, organisational and time management skills, with experience implementing strategic goals, an ability to work autonomously, to exercise initiative, solve complex problems and achieve goals within established timeframes while working under pressure in a large, complex organisation

11. A strong commitment to inclusion, respect and culturally safe practice

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- Possession of a current Victorian Driver's License is required as the incumbent will need to drive Monash University vehicles
- Overtime and out of hours work may be required
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required
- This position will require a successful National Police Record check

### **Ways of Working**

This role involves responding to individuals experiencing complex behavioural and mental health presentations, often in high-risk, unpredictable, and emotionally charged settings. Employees are required to engage with people in acute distress, which may include aggression, self-harm, trauma-related behaviours (including violence, bullying, harassment and gendered violence), substance use, and significant cognitive or psychosocial impairment. The nature of this work requires rapid decision-making, emotional regulation, and the ability to manage competing risks to client and staff safety.

To support these ways of working, this role will be provided with:

- clear policies; procedures and internal processes;
- ongoing training and professional development;
- regular clinical supervision and reflective practice sessions;
- formal and informal debriefing;
- operational line management support; and
- access to University support services, including EAP, Counselling and wellbeing programs.

## **GOVERNANCE**

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Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.