

Is this a job for the Mental Health Coordinator ? Lessons learnt from 6 years of developing a Mental Health Coordinator role at a University.

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Victoria University has had a specialist Mental Health Coordinator role within the Student Counselling Service for over 6 years now, established initially in response to the numbers of students presenting on campus with challenging behaviours and high and complex mental health needs. The role continues to develop and change in response to the needs of students and the Counselling and Health Services. Essentially, we function as a mental health “ready response team”. Our model includes crisis and emergency work; mental health monitoring and support of students; consultation and liaison with individuals and agencies, both internal and external; and acting as a resource for staff working with students with high or complex needs. Because our appointments are not booked up a long way ahead, we can usually be available at short notice to support, back up and sometimes relieve other team members.

The Mental Health Coordinator role will be outlined in the context of the overall structure of the Counselling Service and its range of tasks, including intake/triage, regular counselling, duty counselling, and wellbeing education. Participants will then be asked to consider and discuss the structure of their own service, and how it manages external relationships, responsiveness, flexibility and acuity in the context of organisational expectations, high demand for services and long waiting lists.

The workshop will be 60 minutes in duration.