

IS THIS A JOB FOR THE MENTAL HEALTH COORDINATOR?

*Lessons learned from 6 years of developing a Mental
Health Coordinator role at a University*

SESSION OUTLINE

- ❖ Victoria University Student Counselling Service
- ❖ Counselling Service activities & tasks
- ❖ The Mental Health Coordinator role, its challenges and benefits
- ❖ Context and challenges of a University Counselling Service
- ❖ *How does your organisation deal with these?*

Who are we?

Victoria University of Wellington

21000 students
1 main campus
3 city satellite campuses

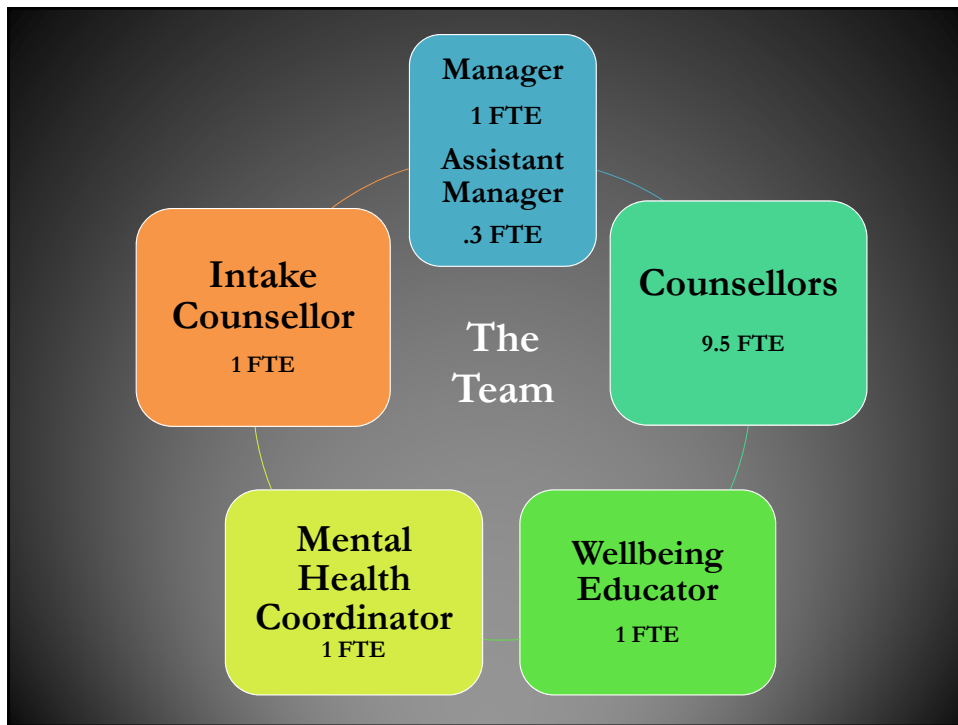
72% under 25

**60% from
outside
Wellington**

**2500
International
students**

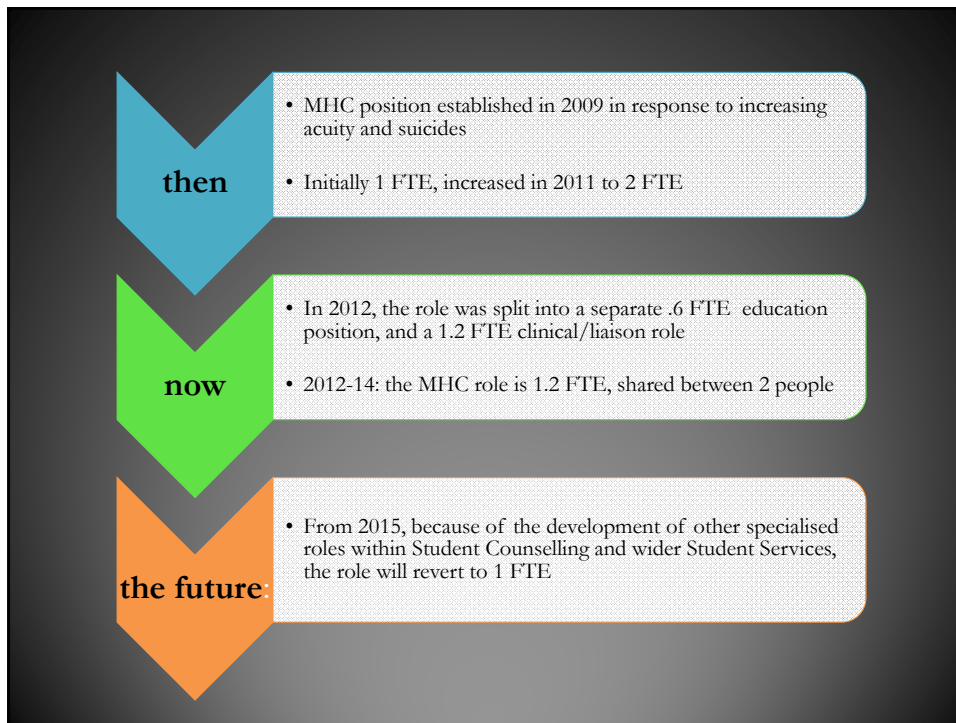
**3000 in halls,
of whom 2000
are in first year**

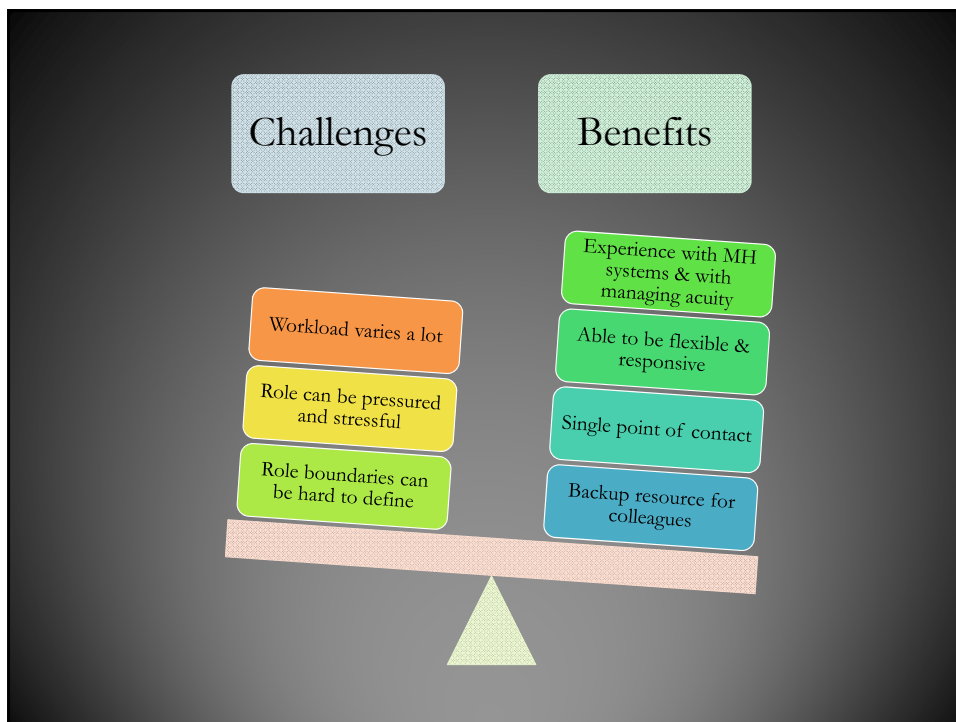
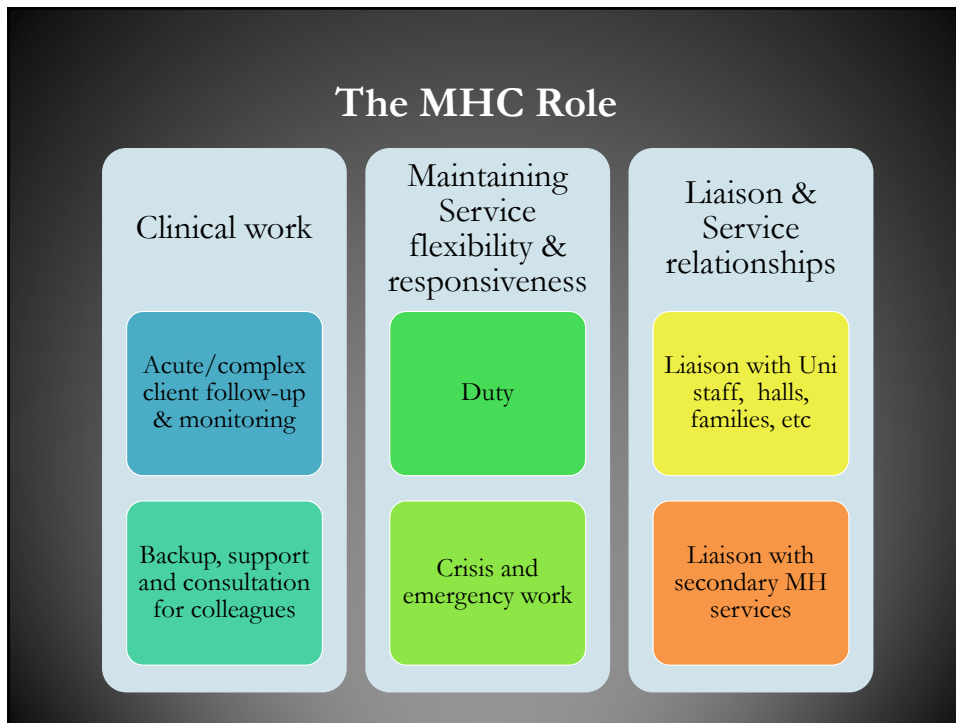
**10% Maori
5% Pasifika**





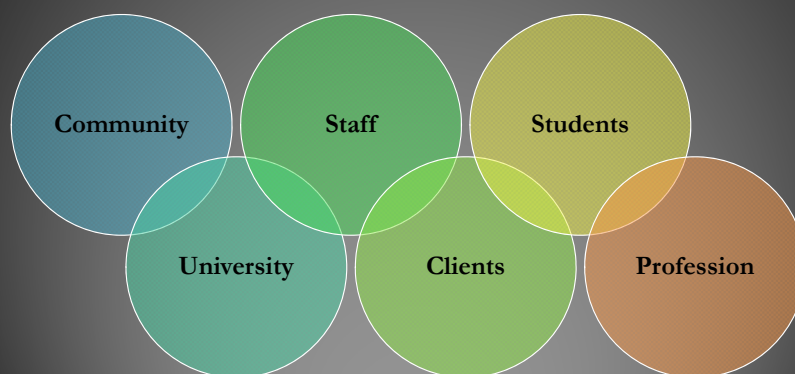
Mental Health Coordination

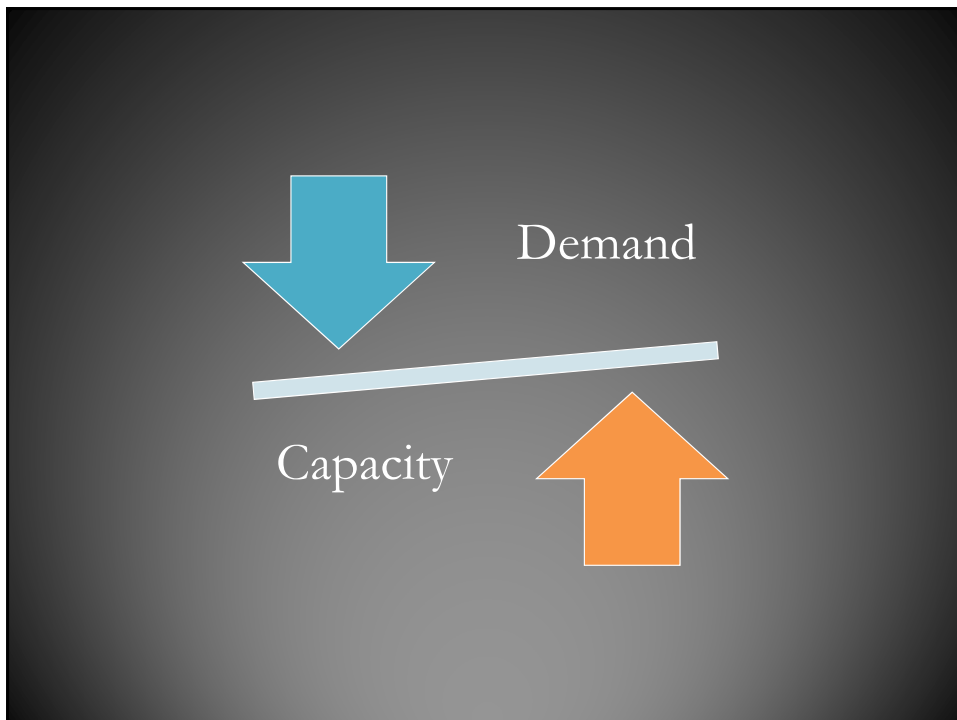
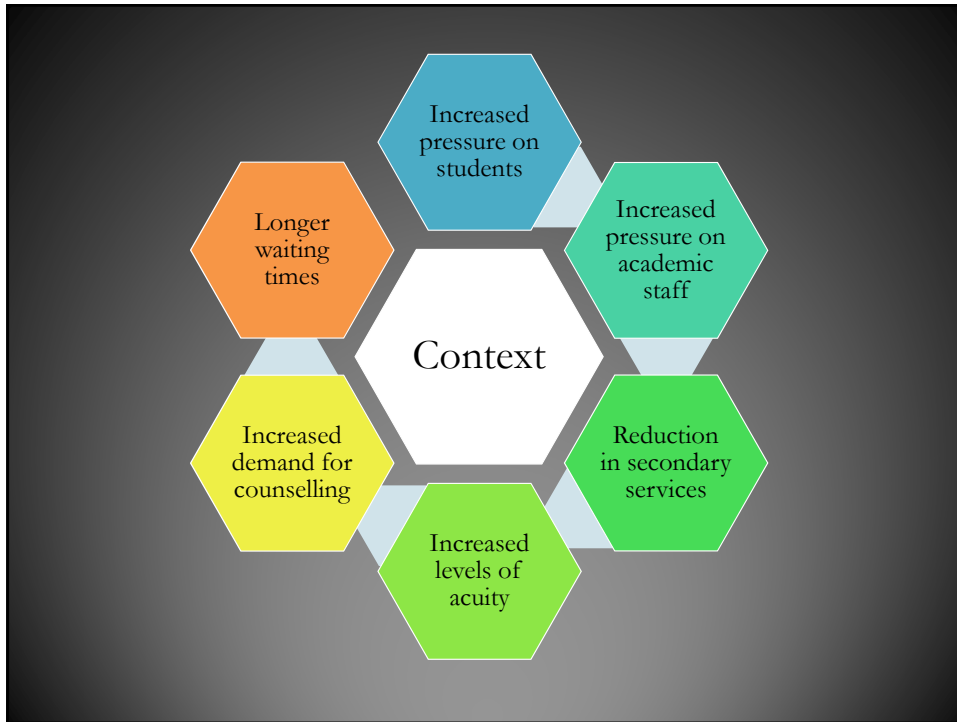


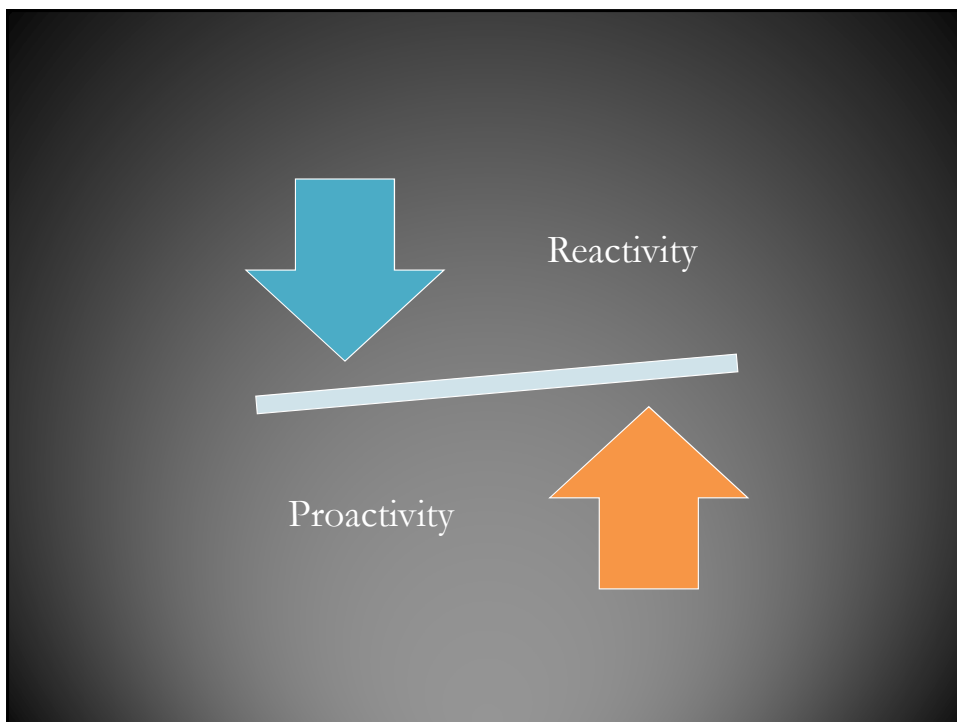
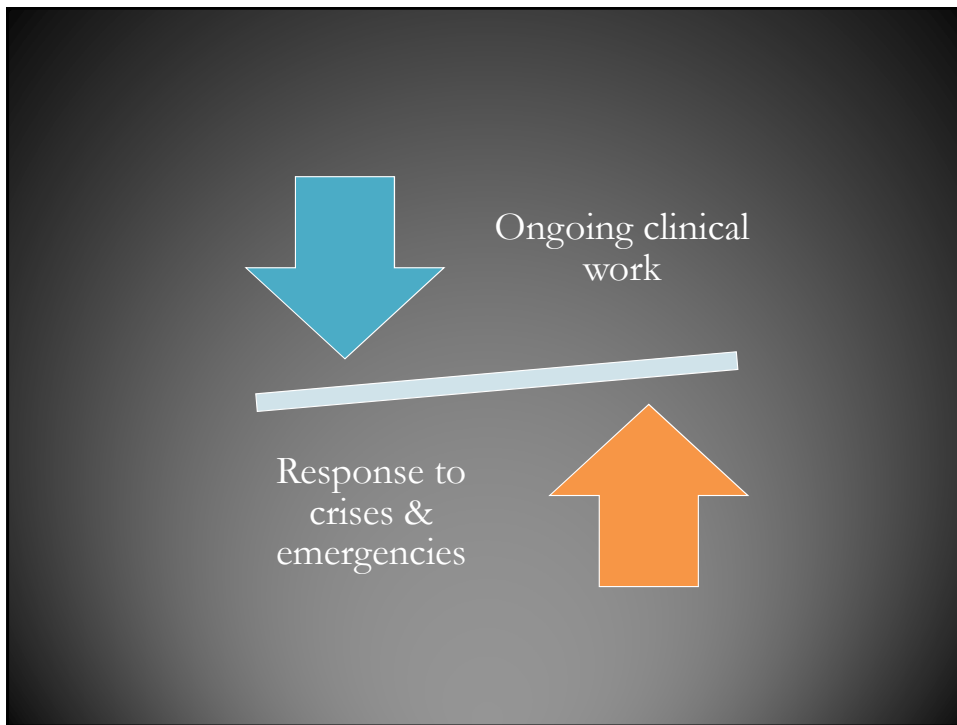


Context and Challenges

Who are our client groups?









DISCUSSION

- ❖ What are the pressures on your service?
- ❖ How does your service balance demand & capacity?
- ❖ How does your service balance reactivity & proactivity?
- ❖ Is there a wait time for appointments, and how do you manage this?
- ❖ How do you manage the response to crises and emergencies?
- ❖ How do you manage acuity, risk, and complex presentations?
- ❖ How do you manage relationships with internal & external services?

