

The First Page is the Selection Criteria List. The pages that follow is an example of how to address the criteria.

Selection Criteria List For Counsellor Role

ESSENTIAL

1. Four year degree and/or postgraduate qualifications in psychology or other relevant disciplines
2. Provisional registration with the NSW Psychologists Registration Board and eligibility for membership with a relevant professional body
3. Substantial demonstrated experience in counselling and clinical skills
4. Familiarity with short-term interventions and problem-focused strategies
5. Demonstrated ability to conduct assessments and to apply counselling interventions relevant to the needs of a culturally diverse tertiary student population
6. Ability to respond empathically to students in distress and to manage crisis situations
7. Demonstrated ability to devise and implement small group and systemic interventions
8. Demonstrated ability to undertake evaluation studies and research
9. Excellent oral and written communication skills and a demonstrated capacity to contribute positively to team effectiveness
10. Experience with word processing and databases, email and internet
11. An ability to implement equity and diversity policies and programs

DESIRABLE

1. Train the trainer qualifications or experience with facilitation of workshops and small groups
2. Development of psycho-educational material
3. Knowledge of student support needs for online education
4. Experience in the tertiary education sector

Statement Addressing Selection Criteria

Lisu Khoi

Counsellor – Reference No. 176623

1. Four year degree and/or postgraduate qualifications in psychology or other relevant disciplines

Bachelor of Psychology – Honours – University of New South Wales 2001
APS and NSW Psychologists Registration Board recognised qualification. Developed sound theoretical underpinnings in psychology, foundation assessment and counselling skills.

2. Provisional registration with the NSW Psychologists Registration Board and eligibility for membership with a relevant professional body

NSW Psychologists Registration Board

Will be eligible for provisional registration with the NSW Psychologists Registration Board at the end of my current course upon completion of my Honours thesis (anticipated by December 2002). Provisional registration with the NSW Psychologists Registration Board is planned for January 2002.

Australian Psychological Society (APS)

Will be eligible for provisional registration as an Associate Member with the APS at the end of my current course, upon completion of my 4th year thesis. I am currently eligible to join as a student member.

I plan to undertake further postgraduate psychology education as 5th and 6th year in counselling psychology in 2002 in order to obtain full APS membership. I will also continue to receive regular supervision from experienced psychologists during this period.

3. Demonstrated experience in counselling skills

I have approximately 1 year of career counselling experience as detailed below.

- **Three years of one to one counselling experience** gained in my current role as Career Counsellor and my previous role as Career Education Officer with the Careers Service. The one to one career counselling component of this role involved working with students for approximately 20 minutes (1-5 sessions per day typically). Here, a number of counselling skills were applied.
 - **Brief problem and solution focused counselling:** assisting students to articulate and clarify personal and professional goals as well as to develop strategies to meet goals and solve problems.
 - **Person-centred counselling:** reflecting feeling and content, providing unconditional positive regard, listening without judgment. This is particularly important in helping to build relationships with students and to help them clarify their counselling needs.

- **LifeLine Volunteer Counsellor.** Here I primarily used person centred counselling and problem solving counselling over the telephone. People who used LifeLine required counselling for a wide variety of reasons. They include: to help with a personal crisis or to help debrief a recent life crisis, loneliness, depression and to gain a new perspective on general and family issues and problems.
- **Systems Training.** In 2001 I completed a Relationship Australia counselling qualification, which included 2 full weekends of group counselling experience in an experiential learning group.

4. Familiarity with short-term interventions and problem-focused strategies

During my 3 years of employment with the Careers Service I have made use of a range of short-term interventions and problem-focused strategies I also used these techniques in my role as Volunteer LifeLine Counsellor. Short-term interventions are detailed below.

- Decision making processes and strategies.
- Problem solving strategies and problem solving.
- Goal setting. See point 1 above.
- Trained and experienced in using Gerald's Problem Management approach to counselling. I received on the job training as a Life Line Volunteer Counsellor and in the Honours year of the Bachelor of Psychology. I have plied Gerald's methods during work on professional development and career counselling specifically by mapping problems, drawing solutions and establishing emotional commitment to change.
- Self-awareness and self-evaluation techniques including: personality inventories and interest questionnaires.

5. Demonstrated ability to conduct assessments and to apply counselling interventions relevant to the needs of a culturally diverse tertiary student population

My training in psychology has provided me with a framework and strategies and techniques for conducting assessments. It has also taught me how to assess the relevance of particular instruments and to explain this, and instrument limitations, to clients.

- Familiar with the DSM IV and the diagnostic categories.
- Aware of the range of data that should be used when conducting assessments:

University psychology training also involved familiarisation and practice in administering, scoring, interpreting and reporting on psychological assessment instruments. I am seeking to gain further experience and increased expertise in these processes.

- In my current role I have administered and conducted reflection and debriefing counselling session with students using: SDS and DISCOVER.

I am used to working with the needs of a culturally diverse tertiary student population in my current role as Career Counsellor and my previous role as Career Education Officer. Approximately 80% of clients are international students or from non-English speaking backgrounds. In this role I make sure to use appropriate, inclusive materials that are culturally sensitive. I am sensitive when exploring responses to certain social and professional situations when conducting interview skills training.

6. Ability to respond empathically to students

I have had experience responding to those in distress with course and career decisions that seem overwhelming.

- During my 2 years of counselling training there have been a number of times when it is important to respond empathically to fellow group members in distress. The client-centred model of counselling highlights the importance of validating the feelings of the person: of listening and using questions to help enable the person to express their feelings.

7. Demonstrated ability to conduct training in small groups

My 2 years of experience in careers education has provided me with an opportunity to challenge and develop my skills in researching and developing training programs. I have conducted workshops and training modules for:

- Career planning and career development.
- Communication skills.

Full details of training and workshop titles can be found in the Employment History section on pages 1-3 of my CV.

Between 2000 and 2001 I gained 2 years of experience in structuring group training and facilitating groups.

- I have conducted workshops on: Resumes and Cover Letters, Interview Technique, Job Search Techniques, Career Decision Making.

8. Demonstrated ability to undertake evaluation studies and research

Through work experience, undergraduate studies, and through specific research training, I have developed skills in: research design, literature review, analysis of both quantitative and qualitative data, using statistics, interpreting and reporting on results. My research skills, experience and interest can be demonstrated by:

- Research for my current 4th year thesis: it has required me to obtain ethics approval and to undertake a literature review, to conduct semi-structured interviews and it will require the analysis and reporting of findings.

9. Excellent oral and written communication skills and a demonstrated capacity to contribute positively to team effectiveness

In my roles as: Career Counsellor and Career Education Officer, I have developed many important communication skills. Specific counselling related communication skills include:

- Re-framing concepts and goal setting.
- Providing client feedback.
- Active listening

My work with diverse clients and employer groups has also necessitated development of negotiation and conflict resolution skills. Full details of my communication skills are shown in the attached CV in the key skills section.

Written

In addition to interpersonal communication skills, I have well-developed written communication skills including research, structuring, drafting, editing and proofreading of technical, theoretical and creative writing. I have developed these skills writing:

- Psychological reports
- Training materials
- Essays
- Correspondence.

10. Experience with word processing and databases, email and the Internet

Over 2 years of experience in creating teaching and training and 4 years of university education have developed confidence and broad IT literacy. I have created:

- **Training manuals and materials** using MS Word, MS PowerPoint, Adobe PageMaker and MS Publisher.
- **Careers information and training materials** using: MS Word, MS PowerPoint, and PageMaker.
- I have also used **email, web browsers and organisation tools**: Email tools include: MS Outlook, Pegasus, Eudora. Web browsers include: MS Internet Explorer and Netscape Navigator. Organisation tools: MS Outlook and MS Scheduler.
- Psychological reports using MS Word and MS Excel.

11. An ability to implement equity and diversity policies and programs

I have been trained in gender and culturally inclusive classroom practices and have applied these principles in every the work I have undertaken. I am familiar with interpreting and applying EEO & OHS ethical practice, the Charter of Principles for a Culturally Diverse Society policy. I implement these policies in my current position.

DESIRABLE

1. Train the trainer qualifications or experience with facilitation of workshops and small groups

I have over 10 years of experience facilitating groups, training and workshops. Please see the Employment History section of my CV on page 1-4. Throughout this time, I have also undertaken education, training and experiential learning activities to continually develop these skills, as shown below.

- **Alternate Learning Strategies** Workshop 2000

- **Train the Trainer program:** a 4-week training program provided by the Staff Development Unit at UNSW. This course developed skills in: making presentations, course design, listening, delivery methods and course evaluation.

2. Experience in the development of counselling self help material

During my 2 years of experience in the careers service, I have developed and conducted training courses and created a resource book and online learning materials on the following topic areas.

- Time management
- Communication skills
- Career and life planning, generic competencies
- Decision making

3. Knowledge of student support needs

Having designed and developed teaching materials and having worked with students on career issues, I have learned about many of the important support needs tertiary students have. They include:

- Information and referral to valuable and relevant specialised services.
- Assistance with focus and goal setting.
- Encouragement, validation and understanding.

4. Experience in the tertiary education sector

My work and study experience includes:

- Employment at the University of New South Wales for just over three years
- Lecturing at the University of Technology for six months in 2000
- Work with Sydney Institute of Technology as Teacher & Workplace Assessor
- Study at three universities and 2 TAFE colleges, gaining knowledge of student needs