



Candidate Information

Position:	Student Wellbeing Advisor Team Leader
School/Department:	Student Affairs
Reference:	19/107892
Closing Date:	Monday 28 October 2019
Salary:	£33,797 to £40,322 per annum.
Anticipated Interview Date:	Tuesday 12 and Thursday 14 November 2019

JOB PURPOSE:

To develop and provide high level specialist advice and support for designated Student Wellbeing Services, delivering a range of interventions for students experiencing personal issues that may impact on their success as learners.

Working as part of a team they will be responsible for the day to day supervision of a small cohort of staff within a specialist discipline, allocating responsibilities, work planning and managing performance.

To work collaboratively with colleagues, ensuring operational excellence and consistency of practice that effectively responds to the diversity of the student body.

MAJOR DUTIES:

Clinical:

1. Work as part of a developing team, to deliver a diverse range of wellbeing supports to students presenting with a range of difficulties. This includes: development of programmes and delivering specialist advice and guidance for targeted groups of students, as well as individual students, through wellbeing support sessions, skills workshops, guided self-help support, signposting, etc. with the aim of supporting student to enhance their wellbeing and, resolve difficulties (where appropriate).
2. Assist the Student Disability and Wellbeing Manager in supervising and supporting direct line reports, and other staff where required, allocating responsibilities, work planning and managing performance.
3. Work collaboratively with colleagues to identify gaps in provision, deliver targeted interventions and evaluate outcomes.
4. Take responsibility for and actively manage an individual student caseload, delivering student wellbeing interventions including assessment and follow up with students experiencing psychological or emotional distress or mental health issues.
5. Interpret and apply relevant University regulations and procedures relating to student progression, and legislation relating to equality, disability, health and safety, making appropriate support recommendations and advising staff on duty of care responsibilities.
6. Work in partnership with relevant statutory bodies and voluntary organisations (e.g. health and social care trusts) to effectively develop and implement support plans for students.
7. Provide advice and consultancy to individual staff, Schools and Directorates of the University on pastoral support and duty of care requirements and provide specialist recommendations to other support professionals (e.g. Disability Officers, International Student Advisors, Occupational Health) and academic Schools.
8. Develop and analyse evidence base and management information to create University-wide service delivery, policies and procedures relating to student support and wellbeing to enhance the student experience and ensure that the University complies with relevant external benchmarks and legislation.
9. Work collaboratively with colleagues to design and deliver transition support programmes and interventions for new students, identifying target groups, establishing effective ways of engaging with incoming students and facilitating peer support models. This will include providing consultancy and collaborating with Schools and Faculties in development of their induction programmes and leading a co-ordinated approach to welcome and orientation across University academic units and services.

10. Contribute to strategic planning and objective-setting for Student Affairs, securing partnerships and sources of funding, establishing and enhancing systems for monitoring and evaluating service provided, collecting and analysing data about service delivery, identifying trends and gaps in support for students and undertaking individual and team projects to develop and promote the service and support for students.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested.

Planning and Organising:

1. Organise and schedule own activity and workflow, assessing and managing prioritisation according to level of risk to an individual student, responding to demand on a day-to-day basis, and anticipating issues over a longer time span to meet student needs and prevent issues from escalating.
2. Able to undertake effective case management of students with complex personal, emotional and mental health needs.
3. Interpret and analyse data on student wellbeing interactions, identifying target groups and ensuring activities and supports meet emerging needs of student cohorts.
4. Contribute to initiation, planning and implementation of short or medium term developments within Student Affairs to improve quality of service and support departmental and University objectives.

Resource Management Responsibilities:

1. Contribute to the resource planning process.
2. Responsible for organising and planning own work activities and those of others in order to meet the team's objectives, ensure responsible support delivery and manage volume at peak times.
3. Management and support of direct line reports to include; Student Wellbeing Advisors (Faculty facing), Assistant Disability and Wellbeing Advisors, Student Guides and student placements / internships.

Internal and External Relationships:

1. Regular contact with manager and work colleagues.
2. Regular contact with students, prospective students, academic and academic-support staff.
3. Regular contact with professionals in student support areas.
4. Develop relationships and regular contact with medical and mental health professionals, voluntary and community organisations, PSNI and other relevant external professionals.
5. Attend internal and external meetings to represent wellbeing and support services at Queen's, and to keep abreast of issues affecting the team and own work.
6. Develop and maintain relationships to benefit students with community, voluntary and statutory organisations.

ESSENTIAL CRITERIA:

1. Primary Degree.
2. At least 3 years' relevant experience in a student facing role in an education, health or advice environment including evidence of handling a caseload of complex issues / situations, assessing individual wellbeing and making appropriate recommendations.
3. Experience managing risk and implementing actions to mitigate risk of harm to an individual or others.
4. Experience leading or supervising teams of employees or volunteers to deliver a project or achieve an objective.
5. Experience developing and delivering workshops / training / group sessions to support engagement of young people with managing their wellbeing and personal / skills development (e.g. stress / anxiety management, building resilience and confidence, managing low mood).
6. Experience delivering projects or objectives within a set budget and effectively managing resource.
7. Experience using a range of software packages including MS Word, Excel, Access, Outlook and PowerPoint.
8. At least 3 years' relevant experience in a student facing role in an education, health or advice environment including evidence of handling a caseload of complex issues / situations, assessing individual wellbeing and making appropriate recommendations.
9. Experience managing risk and implementing actions to mitigate risk of harm to an individual or others.
10. Knowledge and commitment to high standards of service to students, external stakeholders and internal customers.
11. Strong interpersonal and communication skills
12. Ability to communicate and present in a clear and engaging way.
13. Ability to work in a professional manner, respecting confidentiality and building strong, constructive working relationships, working collaboratively and strategically across departments and organisations.
14. Ability to analyse problems and develop creative solutions.
15. Ability to plan, manage and prioritise multiple tasks in pressurised situations with appropriate attention to detail and ability to meet deadlines.

16. • Ability to work in a professional manner, respecting confidentiality and building strong, constructive working relationships, working collaboratively and strategically across departments and organisations.
17. Ability to analyse problems and develop creative solutions.
18. Ability to plan, manage and prioritise multiple tasks in pressurised situations with appropriate attention to detail and ability to meet deadlines.
19. Willingness to work evenings or weekends, particularly during peak periods in the academic year. Annual leave may be restricted to certain times of the year.

DESIRABLE CRITERIA:

1. Relevant professional qualification (advice, education, training, coaching, mental health).
2. Experience providing one-to-one support to students in HE or FE environment requiring knowledge of national policy issues, relevant legislation and issues relating to students in Higher Education
3. Experience developing and delivering peer-led models of support.
4. Experience delivering training / workshops relating to mental health or wellbeing (e.g. ASIST, SafeTalk, Mental Health First Aid).