

Candidate Information

Position:	Part Time Assistant Wellbeing Adviser
School/Department:	Centre for Dentistry
Reference:	19/108021
Closing Date:	Wednesday 12 February 2020
Salary:	£28,331 - £32,817 per annum (pro rata)
Anticipated Interview Date:	Thursday 12 March 2020
Duration:	Available until 30 June 2021

JOB PURPOSE:

To provide an efficient and professional service to current students, staff and key stakeholders of Wellbeing Services; offering accurate, reliable and independent information, advice and support on a broad range of wellbeing issues to support students to reach their full potential. Appropriately, signposting more complex issues to specialist Disability Officers and Wellbeing Advisers. The position is part-time and temporary, working 18½ hours per week.

MAJOR DUTIES:

1. Act as the first point of contact for enquiries from all stakeholders including current students and staff, providing a welcoming and professional service.
2. Offer advice and support to students and ensure a sensitive and confidential approach when dealing with vulnerable/distressed individuals or difficult situations. Determine whether further specialist support is appropriate and refer more complex cases to specialist Disability Officers or Wellbeing Advisers. Provide ongoing support if appropriate.
3. Process relevant support requests and ensure high levels of customer satisfaction by providing a knowledgeable and accurate information and signposting service to students.
4. Following an initial assessment, determine when and whom to refer complex queries, whilst ensuring that work conforms to agreed support protocols, policies and quality standards including referrals to Occupational Health.
5. Maintain accurate records of all support provided by updating a range of service databases, spreadsheets and other management information systems/databases.
6. Coordinate and support a team of personal tutors within the Centre for Dentistry
7. Attend relevant student services meetings across the University, as required, to contribute to discussions in areas relating to relevant policies and procedures and student support.
8. Promote the supports offered by Student Wellbeing to staff, students and external stakeholders to raise awareness and appropriate engagement of students, ie student induction, welcome week initiatives.
9. Work with colleagues to design and deliver psycho-education workshops and activities that support the resilience and positive mental health and wellbeing of students.
10. Undertake appropriate staff development to ensure knowledge and experience is developed and updated to meet the requirements of the role and demonstrate a commitment to on-going personal and professional development.
11. Perform other duties in keeping with the role title and as required by line manager.
12. Work on and off campus, as required, and have a flexible approach to working hours to meet service demands.

Planning and Organising:

1. Book, prioritise and manage appointments for students including with specialist advisers, and process all relevant documentation while adhering to principles of confidentiality and data protection legislation.
2. Carry out job-specific planning and prioritisation although some work is reactive and involves managing risk, and therefore needs to be prioritised daily (or sometimes hourly).
3. 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. Work flexibly and inclusively with wider team members and beyond as appropriate to the role, including liaison and co-operation beyond team boundaries as directed and to support management in informed decision-making.
2. Assist with the training of new staff, temporary staff and back-up support staff.

Internal and External Relationships:

1. Develop and maintain a network of contacts, working closely with key individuals and groups both within the university (Students' Union, Faculties, and Registry etc.) and with external organisations.
2. Attend relevant student services meetings across the University, as required, to contribute to discussions in areas relating to relevant policies and procedures and student support.

ESSENTIAL CRITERIA:

1. Option 1: Educated to at least A Level standard or equivalent AND 4 years' experience of delivering advice, support and guidance to students in a paid capacity. OR Option 2: Educated to a degree standard AND 2 years' experience of delivering advice, support and guidance to students in a paid capacity.
2. Experience of conducting assessment interviews to assess needs and making decisions on appropriate referrals/next steps.
3. Experience of dealing with and interviewing customers who may be distressed, assertive etc.
4. Experience of handling personal and sensitive information securely and paying attention to detail during data input and record keeping to ensure accuracy and confidentiality.
5. Ability to work independently and manage time and resources effectively
6. Knowledge of relevant legislation including data protection and confidentiality.
7. Evidence of problem solving skills, to resolve a work-based or student support-related problem.
8. Good oral and written communication skills.
9. Ability to relate with people at all levels.
10. Ability to work under pressure and to respond to crisis situations in a calm and professional manner.
11. Experience of communicating with vulnerable or distressed individuals.
12. Willingness to work on and off campus, as required.
13. Flexible approach to working hours to meet service demands including; restricted annual leave period (Mid-August to Early-November) and occasional evening and weekend openings and open days. Hours must be worked Mon -Friday.
14. Access NI check.

DESIRABLE CRITERIA:

1. *ECDL or OCR/RSA Stage II qualification in word processing & text processing or equivalent.
2. *Qualification in Health & Social care.
3. *Experience of working with vulnerable adults with additional needs.
4. *Experience of using IT systems and software such as Microsoft Outlook to manage calendars and appointments.
5. *Experience of using initiative to make recommendations for improvements to customer service or administrative procedures.