



## Candidate Information

**Position:** Assistant Disability and Wellbeing Adviser (Grade 6)  
**School/Department:** Student Affairs  
**Reference:** 21/109297  
**Closing Date:** Monday 8 November 2021  
**Salary:** £28,756 - £33,309 pro rata per annum  
**Anticipated Interview Date:** Thursday 18 & Friday 19 November 2021

### JOB PURPOSE:

To provide an efficient and professional service to current and prospective students, staff and key stakeholders of Disability and Wellbeing Services; offering accurate, reliable and individualised information, support and signposting on a broad range of disability and wellbeing issues to support students to reach their full academic potential. This will include facilitating a daily Drop In for students.

### MAJOR DUTIES:

1. Act as the first point of contact for enquiries from all stakeholders including current and prospective students and staff, providing a welcoming and professional service. This will include facilitating a daily Drop In for students.
2. Offer guidance and support to students and staff, ensuring a sensitive and confidential approach when dealing with vulnerable/distressed individuals or difficult situations.
3. Process relevant support requests received by web form, email and telephone as well as those presented in person and ensure high levels of customer satisfaction by providing knowledgeable and accurate information and signposting service to students, staff and other stakeholders.
4. Following an initial assessment, determine when and whom to refer complex queries to, including support from Wellbeing Advisers, Disability Officers and wider University supports.
5. Support prospective and current students to register with Disability Services, assessing academic / learning and teaching requirements to enable full participation in University life.
6. Provide academic staff with details and specific information regarding the reasonable adjustments of disabled students ensuring where possible that the learning, teaching and assessment environment is fully accessible.
7. Advise prospective and current students with disabilities, including mental health problems, specific learning difficulties and physical and sensory disabilities, on the documentation required to register with Disability Services and to apply for Disabled Students Allowance and signpost to other available support networks.
8. Maintain accurate records of all support provided by updating a range of service databases, spreadsheets and other management information systems/databases such as; CRM and QSIS.
9. Promote the supports offered by Student Wellbeing to staff, students and external stakeholders to raise awareness and appropriate engagement of students.
10. Work with colleagues to design and deliver psycho-education workshops, events and activities that support the resilience and positive mental health and wellbeing of students
11. Contribute to the writing and production of a range of publications and guidance for students and staff, including material for print and online channels. Ensure the availability of relevant and accessible information on a range of support issues and take part in Service promotion activities, such as open days.
12. Ensure that all work conforms to agreed support protocols, policies and quality standards.
13. 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
14. Perform other duties in keeping with the role title and as required by line manager.
15. Work on and off campus, as required, and have a flexible approach to working hours to meet service demands.

### Planning and Organising:

1. Carry out job-specific planning and prioritisation in a busy work environment. Some work is reactive and involves managing risk, and therefore needs to be prioritised daily (or sometimes hourly).
2. Book, prioritise and manage appointments for students with specialist advisers, and process all relevant documentation while adhering to principles of confidentiality and data protection legislation.
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 (Accommodation, 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 year's experience of delivering advice, support and guidance to students in a paid capacity. OR Option 2: Educated to a degree standard AND 2 year's experience of delivering advice, support and guidance to students in a paid capacity.
2. \*Certificate in Coaching, Motivational Interviewing or Advice and Guidance. The respective Certificate should consist of a minimum 100 hours of tuition time.
3. \*Experience of conducting assessment interviews to assess needs, making recommendations on supports / next steps and onward referral where appropriate.
4. \*Experience of supporting people presenting with complex needs, risk and crisis.
5. \*Experience of supporting people with disability or long term condition(s) and a good understanding of their various needs.
6. \*Experience of dealing with and interviewing people who may be distressed, overwhelmed or frustrated.
7. Experience in the planning and execution of psycho education workshops, events and initiatives.
8. \*Knowledge of reasonable adjustments relevant to an educational setting, making decisions on referrals/next steps if appropriate.
9. Knowledge of relevant legislation including DDA, SENDO, data protection and confidentiality.
10. Evidence of problem solving skills, to resolve a work-based or student support-related problem.
11. Ability to relate with people at all levels.
12. Experience of communicating with vulnerable or distressed individuals.
13. Good oral and written communication skills.
14. Confident in the use of IT including, MS Word, Excel, Outlook and Powerpoint and information management systems to record and monitor casework.
15. Experience of handling personal and sensitive information securely and paying attention to detail during data input and record keeping, ensuring accuracy and confidentiality.
16. Ability to work under pressure and to respond to crisis situations in a calm and professional manner.
17. Ability to work independently and manage time and resources effectively in a busy environment with competing priorities.
18. Willingness to work on and off campus, as required.
19. 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.
20. Satisfactory Access NI or equivalent criminal history check.

**DESIRABLE CRITERIA:**

1. Completion of recognised training in one or more of the following relevant areas such as Disability Awareness, WRAP, Mental Health First Aid, ASIST, Safetalk, etc.
2. Qualification in Health & Social care.
3. Experience of using IT systems and software such as Microsoft Outlook to manage calendars and appointments.
4. Experience of using initiative to make recommendations for improvements to customer service or administrative procedures.