

Candidate Information

Position: Head of Disability and Student Wellbeing
School/Department: Directorate Office (Academic and Student Affairs)
Reference: 22/109744
Closing Date: Monday 25 April 2022
Salary: £53,348 - £61,818 per annum
Anticipated Interview Date: Friday 6 May & Monday 9 May

JOB PURPOSE:

The Head of Student Disability and Wellbeing is a challenging and rewarding role, leading a team of professional expert staff in providing a range of services to support our students succeed at University. The post holder will also play a key role in working with Schools and Faculties of the University as they support students on a day to day basis in the learning environment which will include responding to risk management and legal compliance matters.

MAJOR DUTIES:

1. Provide the strategic planning and development of the services to students and provide expertise and advice to the University on a range of wellbeing issues.
2. To lead on the development and delivery of an integrated Healthy Campus Framework, the University's Staff and Student Mental Health Strategy, and the Student Disability Policy in support of effective student learning, ensuring the development of pre-emptive Wellbeing initiatives, both on line and in person, incorporating student voice and in collaboration with other key services.
3. Manage a professional service of wellbeing and disability support and advice for students relating to their Queen's University experience, establishing strategic direction and evaluating success.
4. Line manage relevant managers overseeing the University Needs Assessment Centre and Register of Support Providers ensuring that services are managed within budget and complying with all statutory duties.
5. To manage the development and delivery of counselling support for students through the University's SLA with a third party student Counselling Service, monitoring service usage, managing within budget and meeting on a monthly basis to review management information.
6. To be the lead contact in the University's service level agreements with the University Health Centre and the Belfast Trust Student Mental Health project, providing input into the development of both relationships, ensuring good service outcomes for University students.
7. To have oversight of the risk management of students on the at risk register, participate in case conferences where necessary and when needed, deputise for the Head of Student and Academic Affairs in leading on case management meetings where students are involved in disciplinary procedures.
8. Provide the Head of Student Affairs and other Senior Management with relevant management information that can be used to shape, identify and support key performance indicators the service to identify trends, changes in student needs, areas for improvement and further development of the student experience.
9. To manage the University's continued response to and implementation of the legal framework for disability (SEND0) and equality, and relevant sector guidelines and good practice. This involves significant liaison with senior staff across all areas of the University, academic staff, central administration services and Schools.
10. Using expert knowledge in the area of disability, wellbeing and risk management, raise the profile and awareness of student wellbeing and disability across the Directorate of Academic and Student Affairs and all areas of the University, ensuring that staff and students are aware of their responsibilities, and working collaboratively to recruit, retain and develop students, contributing to University strategies and developments.
11. Stay abreast of key developments and best practice in the area of student mental wellbeing and disability support by engaging in a range of external networking activity, both locally and nationally, representing the University as appropriate.

12. To develop partnerships and collaborate with relevant statutory bodies and voluntary organisations and actively participate in regional, local and all-Ireland / national groups utilising and exploiting alternative resources of funding, research and other resources to support students.
13. To undertake administrative responsibilities of a Head of Service within the University, including overseeing response to complaints, Freedom of Information, Data Protection and other information requests, risk and business continuity planning and budget management, and ensuring that the Service and individual members of staff are operating in a way that is compliant with University policies and procedures.
14. To contribute to the wider work within Student Affairs and the Directorate of Academic and Student Affairs, undertaking projects, representation at committees and providing general advice and support. To undertake all other reasonable duties as defined by the Head of Student and Academic Affairs.

Planning and Organising:

1. Develop and deliver long, medium and short-term objectives to ensure high quality support for students and to enhance student wellbeing and disability support provision across the University.
2. Organise the work of staff within Disability and Wellbeing to ensure achievement of objectives and delivery of service.
3. Develop, implement and evaluate projects which improve the effectiveness and efficiency of the service, or the experience of students.
4. Contribute significantly to delivery of key University processes including elements of recruitment, admissions, enrolment and registration and examinations, ensuring that they are inclusive to all students and in line with legal obligations.
5. Balance operational and strategic priorities and own workload.
6. 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.

Resource Management Responsibilities:

1. Develop and manage business plans for income-generating activities within the Service, to ensure that the University is accessing optimum funding for student support provision and developing new sources of funding for activities to enhance the student experience.
2. Manage and develop the budget of the Service and monitor financial data on a regular basis.
3. Manage performance and development of a team and individuals who report directly.
4. Develop a training plan for the whole team to be implemented by managers.

Internal and External Relationships:

1. Represent the University at external forums in relation to student wellbeing and students with disabilities.
2. Build relations with the Belfast Trust, Forward South and other local agencies and HEIs to help leverage greater specialist support services for students.
3. Build relationships and networks within the University, sector and regional bodies and agencies.
4. Respond on behalf of the University to government / sector consultations.
5. Liaise and provide detailed specialist advice to staff across the University.
6. Significant collaboration with and influencing Professional Support Services and Faculties to ensure that current and new policies and procedures are inclusive of the needs of students with disabilities.

ESSENTIAL CRITERIA:

1. Degree or equivalent qualification.
2. A minimum of four years' relevant experience of the management and leadership of a multidisciplinary team as core part of role.
3. Experience of service management and leadership to effectively plan and deliver services which may be accessed by people with disabilities.
4. Experience of developing and interpreting management information to inform service evaluation and development and influence senior management decision-making.
5. Extensive knowledge and experience of disability legislation and its application.
6. Demonstrable experience of working across all levels of an organisation to build strong relationships and influence practice in a leadership role.
7. Experience of developing and delivering initiatives to raise awareness of disability/ wellbeing initiatives.
8. Highly developed knowledge of the issues affecting students with disabilities and the support mechanisms necessary to ensure that the University environment is accessible for students with disabilities.

9. Proven ability to interpret changing and complex legislation / external guidelines and procedures.
10. Knowledge of relevant legislation relating to data protection, health and safety, freedom of information.
11. Confident communicating with a wide range of audiences in writing, in group or individual settings.
12. Ability to work in a positive and constructive manner to influence staff across the University.
13. Proven ability to work with a diverse range of people.
14. A commitment to inclusiveness.
15. Ability to work under pressure, both in terms of high volume and significant implications to decisions.
16. May require weekend / evening working.
17. Annual leave will be restricted at key times of year.

DESIRABLE CRITERIA:

1. Relevant postgraduate qualification (relating to disability, specific learning difficulties, Asperger's or mental health).
2. Experience of managing a disability or wellbeing service.
3. Extensive knowledge and experience of disability legislation and quality assurance frameworks relevant to higher education.
4. Experience of introducing and using information systems to enhance service delivery.
5. Experience of supporting and assessing the individual needs of students with disabilities in a learning environment.