

Candidate Information

Position: Student Wellbeing Adviser (Team Lead), DASA
School/Department: Academic and Student Affairs
Reference: 22/110298
Closing Date: Monday 24 October 2022
Salary: £35,333 - £42,155 per annum
Anticipated Interview Date: Wednesday 2 & Thursday 3 November 2022

JOB PURPOSE:

This role incorporates a blend of service co-ordination and Wellbeing Adviser practitioner duties. The successful candidate will take a lead on the development and delivery of high level specialist guidance and wellbeing support, empowering students studying at Queen's to become healthy learners.

Working closely with students, staff across the University and external partners, the post holder will lead on delivering interventions for students experiencing a range of personal issues that may impact on their success as learners. This will include ongoing monitoring and support for students at risk.

Closely collaborate and support colleagues in the team and beyond, ensuring operational excellence and consistency of practice that effectively responds to the diversity of the student body.

MAJOR DUTIES:

1. Following a match step care model, deliver student wellbeing interventions including triage assessment and follow up with students experiencing a range of issues including psychological or complex emotional distress or mental health issues.
2. Take responsibility for and actively manage an individual student caseload for a Faculty, working directly with students and staff supporting students, facilitating a range of supports and interventions that empower students to become healthy learners.
3. Act as a key point of escalation for student situations, identifying supports, interventions, referrals and monitoring required to promote a safe and supportive environment.
4. Take responsibility for a cohort of students identified at risk. In consultation with colleagues agree appropriate supports, interventions and monitoring required to manage and mitigate risk and safeguard individuals concerned.
5. Support students reporting and responding to incidents of misconduct, bullying, harassment, sexual misconduct or hate crime.
6. Maintain full, accurate and timely record keeping of all interactions, ensuring good clinical governance and adherence to GDPR and University protocols.
7. Co-ordinate the day to day operational delivery of the Student Wellbeing Service – rota of office cover for triage, escalation, first level queries, projects and events.
8. Supervise and support student workers, interns and other staff, allocating responsibilities, work planning and managing performance.
9. Work as part of a team, in a busy environment 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/ psycho-education workshops and events, targeted strategies, guided self-help support, signposting, etc. with the aim of empowering and supporting students to enhance their wellbeing and resolve difficulties (where appropriate).
10. Work in partnership with relevant statutory bodies and voluntary organisations (e.g. health and social care trusts); GPs, Emergency Contacts, BHSCT Student Mental Health project etc to effectively develop and implement support plans for students, processing onward referrals where appropriate.

11. Provide advice and consultancy to individual staff, Schools and Directorates of the University on wellbeing support, Fitness to Study and duty of care requirements. Providing specialist recommendations to other support professionals e.g. Disability Officers, International Student Advisers, Occupational Health and academic Schools.
12. Work as part of the team to analyse student engagement data and evidence-based approaches, in order to identify gaps in provision, deliver targeted interventions and evaluate outcomes. Review and implement operational protocols, policies and procedures that enhance inclusive practice and protect the mental health and wellbeing of the student population, while ensuring that the University complies with relevant external benchmarks and legislation.
13. Interpret and apply relevant University regulations and procedures relating to progression, and legislation relating to equality, disability, health and safety, making appropriate support recommendations and advising staff on duty of care responsibilities.
14. 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.
15. 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.
16. 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.
17. Carry out any other duties which are appropriate to the post as may be reasonably requested as the role and service evolves.

ESSENTIAL CRITERIA:

1. Educated to :
 - I. BA (Hons) or equivalent in a relevant discipline + 3 years' experience (see below)
 - OR
 - II. Foundation Degree (Level 5) in a relevant discipline + 4 years' experience (see below)
2. Co-ordinator experience in a student facing role in one of the following areas:
 - health and social care
 - post primary education
 - advice sector

Experience should include evidence of handling a caseload of complex issues / situations, assessing individual wellbeing and making appropriate recommendations.

 - I. Qualification I. plus at least 3 years' relevant experience
 - OR
 - II. Qualification II. plus at least 4 years' relevant experience
3. Experience in managing and implementing actions to mitigate risk of harm to an individual or others.
4. 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).
5. Experience working collaboratively across departments and organisations building strong, constructive working relationships, to deliver enhanced service user experience and share information appropriately.
6. Knowledge of statutory and voluntary sector support services for onward referral.
7. Strong IT skills, including confidence in the use of MS Office and electronic information management systems.
8. Knowledge and commitment to high standards of service to students, external stakeholders and internal customers.
9. Strong interpersonal communication skills and the ability to present in a clear and engaging way.
10. Ability to develop and maintain effective team relationships, within a formal team as well as building informal teams and networks to achieve common objectives.
11. Experience of handling personal and sensitive information securely and paying attention to detail during data input and record keeping, ensuring accuracy and confidentiality.
12. Ability to use initiative to resolve complex problems, and meet challenging targets and to work under pressure and respond to crisis situations in a calm and professional manner.
13. Ability to work independently and manage time and resources effectively in a busy environment with competing priorities.
14. Ability to recognise own limitations and seek additional support where necessary.
15. Commitment to high standards of service to students, external stakeholders and internal customers.
16. Strong commitment to equality, diversity and inclusion.

17. Flexible approach to working hours to meet service demands including; restricted annual leave period (Mid-August to Early-November).
18. Willingness to work evenings or weekends, particularly during peak periods in the academic year.

DESIRABLE CRITERIA:

1. Relevant qualification in advice, education, training, coaching, mental health (including ASIST, SafeTalk, Mental Health First Aid or WRAP)
2. Train the Trainer accreditation in ASIST, SafeTalk, Mental Health First Aid, WRAP, Beating the Blues, Living Life to the Full, etc.
3. Experience providing one-to-one support to students in HE or FE environment requiring knowledge and the ability to advise on national policy issues, relevant legislation and issues relating to students in Higher Education.
4. Planning and execution of psycho education workshops, events and initiatives.
5. Experience developing and delivering peer-led models of support.
6. Experience leading or supervising teams of employees or volunteers to deliver a project or achieve an objective.