

Candidate Information

Position: Student Mental Health and Wellbeing Manager
School/Department: Student Plus
Reference: 22/110349
Closing Date: Monday 28 November 2022
Salary: £35,333 - £42,155 per annum
Anticipated Interview Date: Monday 12 and Tuesday 13 December 2022

JOB PURPOSE:

To contribute to the achievement of the Students' Union and University objectives and targets, in line with the SU Strategic Plan (2020-25), with a focus on student mental health and wellbeing. This will be achieved by leading and managing the development and delivery of mental health and wellbeing programmes, events, and initiatives on behalf of the Students' Union, working strategically across the SU and the University to make deep and meaningful change to improve the student experience, impacting positively on the wellbeing of Queen's students.

MAJOR DUTIES:

1. Lead and manage the SU Student Mental Health and Wellbeing team, including overseeing the development and delivery of mental health and wellbeing activities, including social, educational, and awareness initiatives. This will include contributing to the strategic and operational development of the Students' Union.
2. Manage the effective implementation of the Students' Union's Student Mental Health and Wellbeing Action Plan. This includes, but is not limited to: working closely with the Student Minds charity; researching and learning from best-practice in the sector; running exploratory and innovative projects; working collaboratively across the University; monitoring and evaluating progress; and report-writing.
3. Lead on the roll out of large-scale projects, such as the launch of the OMNI student mental health survey findings, the implementation of Blackbullion, a digital financial education tool for students, as well as developing and implementing social prescribing.
4. Maintain an awareness of students' mental health and wellbeing needs through monitoring student feedback, both quantitative and qualitative. In addition, design a clear action plan based on the OMNI 2022 survey findings with specific actions aligned to each of the main findings.
5. Develop and deliver a broad range of training programmes and development opportunities specific to student mental health and wellbeing.
6. Lead on the delivery of an annual mental health and wellbeing-themed learning event or conference. Work with other SU and University departments to run other large scale events on campus e.g. the Volunteering and Wellbeing Fair.
7. Develop and manage ways to support student mental health and wellbeing in a cost-of-living crisis, liaising with internal stakeholders to support SU and University-wide initiatives.
8. Focus on prevention and early intervention to support positive mental health and reduce the risk of mental ill health. Also, promote effective signposting of essential internal and external services to support students experiencing challenges or difficulties.
9. Lead on the support of SU staff wellbeing through the provision of training, professional development, and social opportunities based on staff feedback and suggestions. This will include coordinating the SU staff forum.
10. Manage relationships with student-led mental health and wellbeing groups/initiatives and clubs and societies.
11. Prepare regular reports for both internal and external stakeholders, as and when required by management.
12. Any other duties commensurate with the post.

ESSENTIAL CRITERIA:

1. A degree or equivalent professional qualification.

2. A minimum of 3 years' experience in the area of mental health and/or wellbeing.
3. Experience leading the delivery of mental health and wellbeing events and initiatives.
4. Experience in engaging and supporting students or young people on mental health and wellbeing.
5. Experience of working and influencing colleagues at a senior level with a focus on wellbeing.
6. Experience of establishing and developing relationships with internal and external stakeholders.
7. Experience of developing innovative solutions and contributing to strategic planning.
8. Experience of managing multiple projects and priorities.
9. Experience of managing staff.
10. Experience of managing budgets.
11. Excellent level of IT literacy and/or ability to use computer package(s) relevant to the area of work.
12. Effective in planning, organising, and managing own workload.
13. Excellent written communication skills.
14. Awareness of the issues impacting students.
15. Must have verbal/written creativity/flair.
16. Excellent communication and presentation skills.
17. Strong interpersonal and communication skills, including the ability to persuade, motivate and organise others.
18. An ability to deal with issues of confidentiality and sensitive situations.
19. Must show initiative, drive and dedication.
20. Commitment to high standard of customer care.
21. An ability to work effectively in a student-led organisation.
22. Excellent organisation skills.
23. Must have a flexible working attitude to meet the needs of managing the service (i.e. evening and weekend work as required).

DESIRABLE CRITERIA:

1. A postgraduate qualification.
2. Experience of working with students in the higher education sector.
3. Experience of working in a democratic environment.