



Candidate Information

Position: Disability and Wellbeing Drop-In Coordinator
School/Department: Student Affairs
Reference: 23/110658
Closing Date: Monday 20 February 2023
Salary: £29,619 - £34,308 per annum
Anticipated Interview Date: Friday 3 and Tuesday 7 March 2023

JOB PURPOSE:

The post holder will be responsible for providing individualised information, support, and signposting on a broad range of disability and wellbeing issues to support students reach their full academic potential as healthy learners. This will include co-ordinating an efficient and professional service to current and prospective students, staff and key stakeholders of Disability and Wellbeing Services.

MAJOR DUTIES:

1. Following a match step care model, deliver student wellbeing interventions via a daily Drop-in for all stakeholders (current and prospective students and staff), providing a welcoming and professional service. This will include interactions in person, via telephone and virtually. Complete a triage assessment and follow up with students experiencing a range of issues including psychological or emotional distress or mental health issues.
2. Following an initial assessment, offer supportive guidance and signposting to students and staff, ensuring a sensitive and confidential approach when dealing with vulnerable/distressed individuals or difficult situations. This may include determining when and whom to refer complex queries to, including support from Wellbeing Advisers, Disability Officers and wider University supports.
3. Support 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.
4. Support prospective and current students to register and review support when appropriate with Disability Services, assessing academic / learning and teaching requirements to enable full participation in University life.
5. Maintain accurate and timely records of all support provided by updating a range of service databases, spreadsheets and other management information systems/databases such as; CRM and QGIS, adhering to GDPR.
6. Coordinate and review the day-to-day operational delivery of the Drop-in service – rota of cover for various access points, resources, projects and events.
7. Supervise and support student workers, interns and other staff, allocating responsibilities, work planning and managing performance.
8. Effectively promote the service and supports offered by Student Wellbeing to staff, students and external stakeholders, raising awareness and appropriate engagement of students.
9. 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.
10. Develop and maintain a network of contacts, working closely with key individuals and groups both within the university (One Elmwood, Accommodation, Students' Union, Faculties, and Registry etc.) and beyond. Work in partnership with relevant external partners, statutory bodies and voluntary organisations to effectively develop and implement support plans for students, processing onward referrals where appropriate.
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. Carry out job-specific planning in a busy work environment. Some work is reactive and involves managing risk, and therefore needs to be prioritised daily (or sometimes hourly).

13. 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.
14. Work on and off campus, as required, and have a flexible approach to working hours to meet service demands.
15. Carry out any other duties, which are appropriate to the post as may be reasonably requested by line manager.

ESSENTIAL CRITERIA:

1. Degree standard + 2 years' experience (see below)
OR
3 x A Levels (or equivalent) AND 4 years' experience (see below).
2. Experience of coordinating a service that offers advice, support and guidance to students in a paid capacity.
3. Qualification 1 plus at least 2 years' relevant experience
OR
Qualification 2 plus at least 4 years' relevant experience.
4. At least 1 years' experience leading or supervising teams of employees or volunteers to deliver a project or achieve an objective.
5. Experience of supporting people presenting with complex needs, risk and crisis.
6. Experience of conducting assessment interviews to assess needs, making recommendations on supports / next steps and onward referral where appropriate.
7. Experience of supporting people with disability or long-term condition(s) and a good understanding of their various needs.
8. Knowledge of relevant legislation including DDA, SENDO, data protection and confidentiality.
9. Knowledge of statutory and voluntary sector support services for onward referral.
10. Strong IT skills, including confidence in the use of MS Office and electronic information management systems.
11. Evidence of problem solving skills, to resolve a work-based or student support-related problem.
12. Strong interpersonal communication skills and the ability to present in a clear and engaging way.
13. Experience of handling personal and sensitive information securely and paying attention to detail during data input and record keeping, ensuring accuracy and confidentiality.
14. Ability to work under pressure and to respond to crisis situations in a calm and professional manner.
15. Ability to work independently and manage time and resources effectively in a busy environment with competing priorities.
16. Willingness to work on and off campus, as required.
17. 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.
18. Satisfactory Access NI or equivalent criminal history check.

DESIRABLE CRITERIA:

1. Experience working in Higher Education.
2. Experience of working in a widening participation context.