



## Candidate Information

<b>Position:</b>	Assistant Disability and Wellbeing Adviser
<b>School/Department:</b>	Student and Campus Experience
<b>Reference:</b>	25/112361
<b>Closing Date:</b>	Monday 17 March 2025
<b>Salary:</b>	£33,785 - £38,765 per annum (FTE)
<b>Anticipated Interview Date:</b>	Thursday 27 March 2025
<b>Duration:</b>	2 years

### JOB PURPOSE:

To provide an efficient and professional service to current and prospective students, staff and key stakeholders of the Student Wellbeing and Accessible Learning Support services. The post holder will assess queries and offer 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 an in-person 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 an in person daily Drop In for students, offering guidance and support to students and staff, ensuring a sensitive and confidential approach when dealing with vulnerable/distressed individuals or difficult situations.
2. 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.
3. Following an initial assessment, determine when and whom to refer complex queries to, including support from Wellbeing Advisers, Disability Officers and wider University supports.
4. Advise prospective and current students with disabilities, including mental health problems, specific learning difficulties and physical and sensory disabilities on the process for accessing support through Accessible Learning Support Services and provide information on funded supports.
5. Respond to staff queries with information regarding the reasonable adjustments of disabled students to promote inclusive learning and supportive practices.
6. Work alongside Accessible Learning and Wellbeing colleagues to maintain follow up contact and ongoing support for students. Follow service procedures and guidance from colleagues to ensure responsive and appropriate support is identified.
7. 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.
8. Promote the support offered by Student Wellbeing and Accessible Learning to staff, students and external stakeholders to raise 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. Contribute to initiatives that include collation of data and feedback to provide evidence-based support.
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 commitment to on-going personal and professional development.

14. 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). 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.
15. Perform other duties in keeping with the role title and as required by line manager.
16. This is a direct student facing job with the expectation to work on campus and have a flexible approach to working hours to meet service demands.

**ESSENTIAL CRITERIA:**

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; 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 Counselling, 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 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. \* Experience of using IT systems and software such as Microsoft Outlook to manage calendars and appointments.
9. \* Knowledge of reasonable adjustments relevant to an educational setting, making decisions on referrals/next steps if appropriate.
10. \* Knowledge of relevant legislation including DDA, SENDO, data protection and confidentiality.
11. Evidence of problem-solving skills, to resolve a work-based or student support-related problem.
12. Ability to interpret data and identify trends.
13. Ability to relate with people at all levels.
14. Experience of communicating with vulnerable or distressed individuals.
15. Good oral and written communication skills.
16. Confident in the use of IT including, MS Word, Excel, Outlook and Powerpoint and information management systems to record and monitor casework.
17. Experience of handling personal and sensitive information securely and paying attention to detail during data input and record keeping, ensuring accuracy and confidentiality.
18. Ability to work under pressure and to respond to crisis situations in a calm and professional manner.
19. Ability to work independently and manage time and resources effectively in a busy environment with competing priorities.
20. Willingness to work on and off campus, as required.
21. 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.
22. 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, WRAP, Mental Health First Aid, ASIST, Safetalk, etc.
2. Qualification in Health & Social care.
3. Experience of using initiative to make recommendations for improvements to customer service or administrative procedures.

**ADDITIONAL INFORMATION:**

Informal enquiries can be directed to: Jamie Feeney - [jl.feeney@qub.ac.uk](mailto:jl.feeney@qub.ac.uk).