

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

Job Title: Wellbeing Adviser

Reports to: Head of Student Support and Residential Life (or nominee)

Grade: NG6

Purpose:

This is a new post within the Student Support and Residential Life service cluster and the post holder will play a key role in providing specialist wellbeing-related advice and support to students, working closely with colleagues across the University and externally to achieve this.

Reporting to the Head of Student Support and Residential Life (or nominee), Wellbeing Advisers will develop and provide proactive, early intervention specialist support to students who may experience significant barriers to study due to their personal circumstances. They will play a role in safeguarding and protection of vulnerable students, through direct intervention, signposting or referral to specialist services.

Wellbeing Advisers will deliver a range of innovative interventions and activities to promote positive student health and wellbeing across the University, promoting good practice and delivering training across the University in relation to student support and safeguarding matters.

Main responsibilities and accountabilities:

Student case work

- 1) Receive and manage referrals of students who may require a range of specific support interventions to enable them to succeed in their studies during their time at University; assessing, planning and reviewing individual ongoing requirements.
- 2) Provide initial advice and case contact for students who experience trauma and/ or are victims of crime, including students who experience hate crime and gender-based violence, liaising with internal and external services as appropriate to ensure appropriate support and response. The need to be flexible with working hours may be required, particularly in urgent situations.
- 3) Identify and escalate issues of safeguarding risk for vulnerable students to ensure that they are appropriately supported. Working closely with the Head of Student Support and Residential Life and student service leads on matters relating to students' fitness to study, participating in meetings and case conferences as appropriate and organising follow up support and reviews.

Partnership working

- 4) Liaise closely with key colleagues across the University, principally Senior Tutors, Disability Tutors, Course Leaders and managers of key university services/functions, to ensure coordinated actions in planning care and progression plans for individual students, monitoring the effectiveness of these.
- 5) Manage relationships with local health providers, to ensure easy access for students (especially students relocating to University) to access GP services and onsite presence of relevant service providers (including sexual health services, drug and alcohol services).

Service design and development

- 6) Take a lead role in developing visible and accessible advice and support services for identified student cohorts who may experience disadvantage compared to their peers (including, for example, care-experienced students, estranged students), to promote a sense of belonging and address barriers to successful study.
- 7) Design, deliver and evaluate an ongoing and highly visible student health promotion programme that is tailored to the student lifecycle, communication preferences and themes that are relevant to student wellbeing. This will include collaborative work with the University of Westminster Student Union.
- 8) Contribute to the provision of training and workshops for students and University colleagues to promote a whole-university approach to student wellbeing.
- 9) Through external networking and professional development, keep informed about best practice and research related to specialist student support in higher education and advise on new and innovative approaches from across the sector.
- 10) Contribute to regular review of service policies and procedures to ensure they are evidence based, reflect best practice in the sector and meet external requirements.
- 11) Other duties appropriate to the grade as required by the Head of Student Support and Residential Life.

Context

The post holder will be part of a small team of Wellbeing Advisers, located within the Student and Academic Services (SAS) directorate and reporting to the Head of Student Support and Residential Life or nominee. This is a pilot role for a fixed term period in the first instance; the future shape and detail of the role will be informed by an ongoing review of the successes and opportunities during this initial academic year of operation.

Student and Academic Services (SAS) provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, staff and alumni throughout their relationship with the University.

The service components of SAS are:

- Advice and Funding
- Careers and Employability Service
- Disability Learning Support
- Interfaith Advice
- Learning Innovation and Digital Engagement
- Library Services
- Research and Scholarly Communications
- Research Office
- Student Residences and Residential Life
- Student Counselling
- University Records and Archives

The post holder will be based at Harrow or West End sites, but may be expected to work at any of the University sites as required.

The University requires all staff to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment together with their potential impact on both individual work and that of others

Dimensions

This post requires a high degree of autonomy and accountability, with an expectation that the postholder will manage their workload and keep line manager updated on emerging issues and results. The post requires effective stakeholder management, both internally and with external service providers and proficiency in managing and evaluating projects. This post has no specific line management or budgetary responsibilities.

Person Specification WELLBEING ADVISER

Qualifications

Essential

- Educated to degree level or have significant experience of working with adults in a welfare/support capacity in education, health or social care context.

Desirable

- Relevant professional qualifications (e.g. Social Worker, Occupational Therapist)
- Current accreditation/registration with a relevant and appropriate professional body.
- Appropriate additional training and accreditation (e.g. in sexual violence liaison, Mental Health First Aid instructor, advocacy, mentoring).

Training and Experience

Essential

- Significant experience in the assessment of support requirements and the assessment of risk, with experience of liaising with relevant statutory services, where external referral is required
- Relevant work experience including working in a further or higher education environment with students with a high degree of support needs and/or community based experience of working with people with social care needs.
- Experience of managing case work effectively and sensitively, keeping appropriate records.
- Experience of responding proactively to crisis/challenging situations involving clients.
- Up to date understanding of the legal and equal opportunities issues in the current Higher Education environment and effective approaches to supporting students.
- Experience of delivering training/workshops to staff and students to promote positive attitudes to mental health and support student success.
- Experience of effective professional liaison and networking, within and outside own work team.

Desirable

- Experience of working with young adults and people from marginalised groups.
- Detailed understanding of a range of barriers and issues that may impact on students' capacity to learn effectively

Aptitude and Abilities

Essential

- Demonstrated competence in working with clients in crisis; to manage and refer appropriately in such circumstances
- Ability to demonstrate a flexible and adaptable approach to working.
- Strong interpersonal and communication skills (verbal and written), with evidenced skills in successfully engaging with marginalised and vulnerable individuals who are seeking help or advice.
- A firm grasp of requirements and limitations of confidentiality and ability to maintain professional boundaries.
- Emotional resilience and ability to work calmly under pressure and contain anxiety in self and others
- Ability to work effectively and collaboratively as part of a team, both within the University community and with external partners to enhance the overall quality of the student experience.
- Well-developed time management and organisational skills, ability to prioritise and meet deadlines
- Ability both to take responsibility and decisions independently and to consult with and refer matters to colleagues when appropriate
- Ability to keep accurate records and contribute to service reports.
- Digital capability including proficiency in Office 365 applications, social media management and web based developments.

Desirable

- Proven skills in designing and delivering training on topics related to wellbeing and inclusion.

Other

- Satisfactory enhanced level disclosure from the DBS
- Fully committed to creating a stimulating learning and working environment that is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are not tolerated.