

## **JOB DESCRIPTION**

<b>Job Title:</b>	Student Health and Wellbeing Advisor
<b>Service:</b>	Student Support
<b>Location:</b>	Docklands and Stratford /USS Campus
<b>Grade:</b>	E
<b>Responsible to:</b>	Health & Wellbeing Manager
<b>Responsible for:</b>	N/A
<b>Liaison with:</b>	Students, Schools, Health and Wellbeing Practitioners, Mental Health Co-ordinators, Student Services Teams, International Office, Residential Services and external agencies

### **Job Purpose**

To deliver a range of high quality services to students within a higher education setting with an emphasis on:

- Offering a triage service to assess students general, emotional and mental health needs and refer as appropriate to relevant internal services and external health agencies and statutory services
- Provide ongoing mental health support, as and when required, to a case load awaiting referrals to, and treatment from, appropriate health agencies and statutory services
- Liaison and proactive outreach with community services, health providers and other external health agencies and statutory services to develop partnerships
- Designing and delivering individual, group and online health & wellbeing advice and support to students on a range of specified emotional and physical health issues
- Designing and delivering programs to train and educate university staff and students in relevant health topics

### **Main duties and Responsibilities**

1. To provide informal assessments on emotional, physical and mental health needs of students presenting to the service and to offer high quality advice and support while making suitable internal and external referrals according to individuals needs
2. To manage a personal caseload of students who require frequent/ongoing mental health support and to attend, and report on, case management matters regularly

3. To deliver information to staff about policies and procedures supporting retention and academic progression and to establish effective working relationships with schools, academic departments, services and other UEL teams to ensure effective support for students with emotional and mental health difficulties
4. To respond to student health crises interventions, including provision of sensitive and appropriate information, when dealing with student health emergencies, drawing in appropriate interventions from other service providers, as required and in collaboration with the team
5. To assist in delivering the health promotion and wellbeing strategy at UEL and to implement health promotion and wellbeing interventions/campaigns/workshops on a wide range of health issues to various sections of the university
6. To liaise with community agencies, health providers, statutory services and other external agencies and to actively seek new collaborative work and networking opportunities
7. To work in accordance with relevant legal and ethical requirements e.g. Mental Health Act, NICE guidelines, Equality Act, Health and Safety at Work Act and appropriate codes of professional conduct and practise (e.g. NMC, NASW, BACP, UKCP, BPS, etc.)
8. To work with service management team and to be involved in clinical audit and evaluation of student health and wellbeing/disability provision and delivery in order to review and improve the effectiveness of the support offered
9. To keep and collate accurate records on all students in accordance with the Data Protection Act, guidance from professional bodies and current policies and protocols
10. To collaborate with the completion of departmental reports, service plans and other administrative tasks in line with Student Support service procedures as required
11. To contribute where appropriate to policy development and research into student wellbeing and to keep up-to-date on issues and developments in higher education, both generally and specifically
12. To work in accordance with and promote University policies and practices, particularly those related to equality and diversity
13. To timely report on all relevant matters related to the role to manager and to undertake any other duties, commensurate with the grade, as requested by manager

## PERSON SPECIFICATION

### EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

#### Essential criteria

- Educated to a degree level or equivalent (qualified by experience) (A/C)

#### Desirable criteria

- Appropriate professional qualification in a relevant clinical or healthcare discipline (e.g. Nursing, Social Work, Counselling/Psychotherapy, Clinical Psychology etc.) (A/C)
- Accreditation by relevant professional body (e.g. NMC, NASW, BACP, UKCP, BPS) (A/C)

### KNOWLEDGE AND EXPERIENCE:

#### Essential criteria

- Experience, or knowledge, of working in Higher Education or Further Education (A,I)
- Knowledge of primary and secondary care services in the NHS (A,I)
- Ability to work independently and as part of a multidisciplinary team (I)
- Experience in providing support, information and guidance to groups (A,I)
- Commitment to and understanding of equality and diversity issues within a diverse and multicultural higher education environment (I)
- To be able to work within the respective Standards of Conduct, Performance and Ethics of the relevant professional body while working to the policies and procedures of the relevant Student Support teams and the University in general (I)

#### Desirable criteria

- Experience, or knowledge, of Mental Health First Aid/Awareness training (A)
- Knowledge of disability legislation and funding in higher education and/or knowledge of health promotion, public health or other relevant areas (A,I)
- Experience in crisis intervention/responding to mental health crises (A,I)
- Experience of offering of training provision to groups and workshops on several topics including stress management, coping with stress/anxiety/depression, etc. (A,I)
- Experience of supporting academic staff through policy development, training and responding to individual queries or concerns relating to student health and wellbeing (A,I)

### SKILLS AND ABILITIES

- Ability to manage challenging/stressful situations effectively (A,I)
- Ability to support a case-load of clients including planning, monitoring and evaluation (A,I)
- Ability to liaise with internal and external representatives of other disciplines/agencies (A,I)
- Ability to use clinical and/or line management supervision appropriately (A,I)
- Ability to offer training to others (I)
- Ability to collect statistical data for service evaluation purposes (A,I)

- To be proficient in the use of technology to support the development and use of online resources, assistive technology and distance interventions (A)
- IT literacy and record keeping skills and understanding of client confidentiality and data protection (A,I)

### **PERSONAL ATTRIBUTES AND QUALITIES**

- Excellent interpersonal and organisational skills (I)
- Excellent time management, communication and interpersonal skills and being able to work independently as well as part of a multidisciplinary team (I)
- Positive approach, well-motivated, reliable, adaptable and trustworthy (I)
- Commitment to ongoing training and personal development (I)
- Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment (I)

### **SERVICE DELIVERY**

- Experience of giving customers a positive and satisfactory service, and also of being able to adapt the service to meet customer's expectations and to improve standards (A,I)

### **PASTORAL CARE**

- Experience of calming, reassuring and providing assistance to those in distress (I)

### **Other essential criteria:**

- Able to work flexibly to full service requirements across both campuses and able to travel between sites and to collaborative partners and to undertake a small amount of evening and weekend work as required (I)

### **Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

T = Test