



University of
East London

Pioneering Futures since 1898



Your job title:

Mental Health Practitioner



University of
East London

Pioneering Futures since 1898

We're delighted that you're considering joining us on our journey to deliver *Vision 2028*.

Think all employers are the same? Think Again.

At the University of East London, we're not just another employer. We're a careers-first, values-driven institution with a bold mission to tackle inequality and prepare for the future. Together, we're building a truly inclusive and future-ready university, one that empowers our students and communities to make a lasting impact.

With a proud 125-year heritage, we've always looked forward, not back. Through Vision 2028, our 10-year strategic plan, we're investing in cutting-edge learning spaces, digital innovation, and exceptional people like you.





University of
East London

Pioneering Futures since 1898

We are UEL

Our *institution*

The University of East London is a careers-first university. We prepare our students for the jobs of the future and have been doing this proudly for 125 years.

40,000 students represent over 160 different nationalities from across the globe.

1,800+ colleagues who help us realise Vision 2028, our strategic plan.

5 schools changing the face of education to match the ongoing fundamental shift in working cultures.

Our *difference*

1st in London for Student Experience (National Student Survey 2024).

3rd in London for Teaching Satisfaction (Guardian University Guide 2025).

1st in the UK for addressing inequalities and 2nd in the world (the Times Higher Education Global Impact Ranking, 2020).

92% of our research is recognised as world-leading, internationally excellent, or internationally recognised (REF 2021).

Our *transformation*

We're in the midst of an ambitious transformation under our Vision 2028 strategy, evolving from a traditional university into a careers-first, innovation-driven institution. As England's fastest-rising university for career success, we've embedded employability and enterprise at the heart of learning and now rank second in the UK for student entrepreneurship. Our research and enterprise activity now contributes more than £1 billion annually to the UK economy, with graduate-led business survival rates soaring by over 1000% in recent years.

We're redefining how students and staff experience university life by actively evolving, combining social inclusion, innovation, and real-world impact. The role you're applying for will play a key part in shaping the next chapter of that journey.



University of
East London

Pioneering Futures since 1898

We are UEL

Working at the University of East London

At the University of East London, we foster a professional, positive, and inclusive work environment built on shared values of Passion, Inclusion, and Courage. Our culture is collaborative and innovative, empowering staff to think differently, make an impact, and contribute to our ambitious Vision 2028 strategy. We are proud to be one of the most diverse universities in the UK, with a strong commitment to staff wellbeing, flexible working, and creating spaces that encourage creativity and growth.

We offer a comprehensive and competitive benefits package through our unique Total Reward Deal, which goes beyond salary to include progressive policies on annual leave, health and wellbeing, career development, and flexible working. Our goal is to ensure every colleague feels valued, supported, and equipped to succeed.

By joining UEL, you'll be part of a dynamic community that shares success, invests in people, and strives to make a real difference in the lives of our students and the communities we serve.

Our *Values*

Passion

We bring energy, pride, and purpose to everything we do. We care deeply about our work, the people we serve, and the impact we make – and we always strive to be better.

Inclusion

We create an environment where everyone belongs, feels respected, and can contribute fully. Our differences make us better, and fairness guides how we treat one another.

Courage

We act with integrity and confidence, even when it's difficult. We challenge ourselves to improve, embrace change, and do what's right to build a better future.



Job Description

Mental Health Practitioner

School/Service:	Student Services
Grade:	F
Location:	Docklands and Stratford / USS Campus
Reporting to:	Head of Student Wellbeing Service/ Senior Mental Health Practitioner
Line management for:	N/A
Key internal relationships	Students, Student Wellbeing Service, ISDVA service, DDT, Chaplaincy, Student Conduct Team, Residential Life, SMART, Academic Schools, Security.
Key external relationships	Local Mental health services, GP's and NHS, Statutory services and 3 rd sector agencies, Student Union
Contract type and hours	35 hours, Full time, Permanent, Monday to Friday with minimum of 3 days on campus. Occasional Evening and Weekend work to support open days

BRIEF OVERVIEW OF STUDENT SERVICES

We are Student Services and are responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities. Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Student Services directorate is led by the Assistant Chief Operating Officer, Health Gain & Student Experience. Our department incorporates a number of professional and support teams including Student HUB, Student Conduct, Academic Tutoring, Residential Life, Student Disability and Dyslexia, Student Life, Student Money Advice and Rights Team, Student Engagement, Retention and Success and Student Wellbeing.

BRIEF OVERVIEW OF THE STUDENT WELLBEING SERVICE

The Student Wellbeing Service aims to offer pro-active support, advice and interventions to any student who is experiencing a difficulty with their wellbeing/mental health. This team is made up of highly skilled

Mental Health Practitioners, Counsellors, Therapists and Advisors offering a range of interventions including 1:1 and workshops/groupwork.

JOB PURPOSE

The Student Mental Health Practitioner works with student services staff and other healthcare professionals to deliver a range of high-quality mental health and wellbeing services within a higher education setting. The role provides rapid triage, informal clinical assessments, and ongoing caseload support to students presenting with emotional and mental health needs, including potentially vulnerable adults.

The postholder will work in conjunction with internal colleagues and external agencies and healthcare professionals, in the delivery of a range of high-quality services to students within a higher education setting with an emphasis on:

- Delivering workshops and training to inform university staff of relevant policies and procedures including working with/signposting and referring to Student Support;
- Designing and delivering groups and workshops to students on a range of specified emotional/mental health issues, while working with other external training providers;
- Offering a triage service to assess students with emotional and mental health needs, and other potentially vulnerable adults, and refer as appropriate to relevant internal services and external health agencies and statutory services;
- Offering mental health support, as and when required, to a case load awaiting referrals to, and treatment from, appropriate health agencies and statutory services;
- Liaising and proactive outreach with community services, health providers and other external health agencies and statutory services;
- Work as part of a team to ensure appropriate evidence-based risk assessments are undertaken, and to feed into relevant fitness to study procedures as required;
- To liaise and work with disabled students, to ensure a seamless transition between Wellbeing to the Disability and Dyslexia Team where appropriate;
- Seeking opportunities for partnerships to improve service provision to students and support the monitoring of their effectiveness and progression;
- Contributing to the evaluation, and monitoring, of service provision to students in the area of mental health and wellbeing.

KEY DUTIES AND RESPONSIBILITIES

- Provide informal assessments of the emotional and mental health needs of students presenting to the service, offering high-quality clinical advice, guidance, and support while facilitating suitable internal and external referrals.
- Manage an active personal caseload of students requiring frequent or ongoing mental health support, and regularly attend, document, and report on clinical case management matters.

- To actively seek supervision for all aspects of post, recognising personal and professional boundaries and limitations
- Respond to student mental health crises, providing sensitive, timely, and appropriate risk intervention, and drawing on external emergency and statutory services in close collaboration with the wider support team.
- Deliver information, training, and policy workshops to university staff to enhance awareness of emotional health issues, support academic retention/progression, and establish positive liaison networks across academic schools and departments.
- Take a proactive lead on coordinating care transitions for students, including participating in Care Programme reviews, inpatient discharge planning, GP surgery consultations, and Accident and Emergency follow-ups.
- Contribute to delivering the Student Services' Health Gain goals, implementing campaigns, educational workshops, and prevention activities to improve student resilience and community health.
- Liaise directly with NHS primary/secondary care, GP surgeries, community agencies, and statutory health providers to establish effective, collaborative referral networks and outreach pathways.
- Maintain and collate accurate, confidential, and comprehensive student records in compliance with the Data Protection Act, professional standards, and University clinical record-keeping protocols.
- 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, HCPC, BPS, etc.);

The duties and responsibilities outlined provide a general overview of the range of tasks that this role may be required to perform; however, it isn't exhaustive. You may occasionally be asked to take on other duties in line with your grade as we continue to grow and evolve.

We're proud of our diverse and inclusive community, and we ask all colleagues to uphold all UEL policies and regulations. Employees should actively demonstrate our values and contribute to UEL's positive, forward-looking culture.

PERSONAL SPECIFICATION

The University's Core [Values](#) are **Passion, Inclusion, and Courage**, and they are at the root of everything we do, and everyone in our community is expected to demonstrate them.

At the University of East London, our [values](#) of Passion, Inclusion, and Courage guide our actions, from strategic decisions to day-to-day interactions with students and each other. Our values are rooted in our history, heritage, and character, and they help to ensure the University is a rewarding, welcoming, and inspiring place to work.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

Category	Essential Criteria	Desirable Criteria
Education & Qualifications	<ul style="list-style-type: none">• Educated to a degree level or equivalent (or qualified by experience).• Appropriate professional qualification in a relevant clinical or healthcare discipline (e.g., MH Nursing, Social Work, Counselling/Psychotherapy, Occupational Therapy, Clinical Psychology, etc.).• Accreditation by a relevant professional body (e.g., NMC, NASW, BACP, UKCP, BPS, HCPC) or within one year of obtaining accreditation	<ul style="list-style-type: none">• Teaching/training qualification or equivalent experience.• Qualification or experience in professional clinical supervision.
Experience & Knowledge	<ul style="list-style-type: none">• Demonstrable experience or knowledge of working in Higher Education or Further Education settings.• Comprehensive knowledge of NHS primary and secondary healthcare care pathways and services.• Proven experience in clinical crisis intervention and responding to mental health emergencies.• Proven experience of working effectively within a	<ul style="list-style-type: none">• Knowledge of disability legislation and funding structures within higher education.• Knowledge of health promotion, public health, or other relevant therapeutic fields.• Experience of working within a mental health field in a statutory clinical capacity.• Experience of planning and delivering group training/workshops on mental health topics (e.g., stress

	<p>multidisciplinary team environment.</p> <ul style="list-style-type: none"> • Clear understanding of client confidentiality regulations under the General Data Protection Regulation and Data Protection Act • Knowledge of research methodologies and clinical audit practices relevant to the service. • Deep commitment to and understanding of equality, diversity, and inclusion within a multicultural higher education environment. • Ability to work strictly within the Standards of Conduct, Performance, and Ethics of your professional body. 	<p>management, anxiety, depression) / delivering Mental Health First Aid and providing professional support and informational guidance to groups.</p> <ul style="list-style-type: none"> • Experience of supporting academic staff through policy development, direct clinical queries, and consultative training.
Skills & Abilities	<ul style="list-style-type: none"> • Ability to manage challenging, complex, and highly stressful situations effectively. • Ability to manage an active case-load of clinical clients, including effective planning, monitoring, and clinical evaluation. • Ability to liaise professionally, with excellent interpersonal skills to develop strong relationships with internal and external stakeholders, multidisciplinary representatives, and statutory agencies. • Ability to use clinical, professional, and line management supervision appropriately. • Ability to work independently using personal initiative and as an active member of a team. • Ability to design and offer training workshops to diverse audiences. 	<ul style="list-style-type: none"> • N/A

	<ul style="list-style-type: none"> • Ability to collect, collate, and analyse statistical data for service monitoring and evaluation. • Excellent IT literacy, secure clinical record-keeping skills, and robust application of data protection standards. 	
Other Competencies	<ul style="list-style-type: none"> • Excellent time management, communication, organisational and interpersonal skills and being able to work independently as well as part of a multidisciplinary team • Willingness and ability to work with students of all genders • Positive, well-motivated, reliable, adaptable, and trustworthy approach to duties. • Commitment to ongoing professional training and personal clinical development. • Experience of providing a positive customer/student service, and adapting delivery to meet expectations and improve standards. • Experience of calming, reassuring, and providing direct assistance to individuals in acute emotional distress. • Ability to work flexibly across both major campuses, travel between sites, and undertake a small amount of evening and weekend work as required. 	<ul style="list-style-type: none"> • N/A

FURTHER INFORMATION

UEL is an inclusive equal opportunities employer and is proud of our Equality, Diversity, and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

DISCLOSURE AND BARRING SERVICE (DBS)

Some roles at UEL may require a Disclosure and Barring Service (DBS) check under the Rehabilitation of Offenders Act (Exceptions Order) 1975. Where this applies, candidates will be informed during the recruitment process.

Given the nature of this Student Mental Health Practitioner position - which includes triage assessments, handling potentially vulnerable adults, and responding to students in acute crisis - this role is subject to an Enhanced DBS check to safeguard our community.

Last Update: 27/08/2026



University of
East London

Pioneering Futures since 1898

Join us on our *journey*

