**JOB DESCRIPTION**

**Job Title:** Student Wellbeing Service Co-Ordinator (Counselling)

**Grade:** SG7

**Department:** Student Wellbeing Service, Student and Academic Services

**Responsible to:** Assistant Head of Student Wellbeing Service (Counselling)

**Responsible for:** None

**Key Contacts:** Students, Student Wellbeing Service Co-ordinators (Counselling, Disability & Dyslexia, Mental Health, Psychological Wellbeing), Student Wellbeing Service admin, Greenwich Student Union, Faculty Staff, Student Centres, Accommodation, Estates & Facilities Management, Chaplaincy, ILS and People’s Directorate

**Standard Occupational Classification (SoC code):** Yes

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

**PURPOSE OF ROLE**

* To co-ordinate and provide appropriate counselling interventions (1 to 1 and group work) and pastoral support to any student in need, within the University to help them resolve issues, develop coping strategies and realise their potential during their time at University
* To promote and market the service effectively, focusing on the student
* To work in collaboration with the counselling team and wider Student Wellbeing Service to develop and deliver pro-active and preventative interventions and support for students
* To provide expert advice, referrals, problem-solving and support for staff throughout the university in their pastoral and tutorial roles
* To oversee and supervise trainees/associates
* To work with the Assistant Head of Student Wellbeing (Counselling) and team colleagues to deliver a high-quality, customer-focused counselling service, in line with corporate and departmental objectives

**KEY ACCOUNTABILITIES**

**Team Specific:**

* To participate fully, as part of a multi-skilled team, in providing professional, confidential counselling, wellbeing support and psycho-education students in emotional distress or difficulty in any area of their personal and academic life
* To assist with the ongoing development and delivery of the goal-focused counselling
* To develop and maintain effective internal and external relationships and networks for student referral and signposting
* To maintain records, data input and completion of forms including Routine Outcome Measures, in accordance with agreed service procedures and processes, working with the Student Wellbeing Service Office Manager
* To participate in a rota of service cover for staff during periods of heavy demand and in their absence, including vacation cover, as required
* To participate in team development activities, including coaching and induction of new staff, as required
* To participate and promote Student Wellbeing Service initiatives and to actively participate in relevant events such as University Mental Health Day, Welcome Fairs, Recruitment Events etc.

**Generic:**

* To conduct initial screenings, make assessments and refer students to appropriate professional services e.g. local GPs, self-help groups, community Mental Health Trusts etc.
* To provide casework support to students with counselling needs on a named campus, and to provide temporary, occasional support on all locations, as required
* To appropriately manage risk
* To plan and deliver group training to university staff and students, as required
* In liaison with the university’s Information Compliance Manager, to ensure that the Student Wellbeing Service complies with the General Data Protection Regulations and Freedom of Information Acts
* To be proficient in the use of technology to support the effective use of the on-line Self-Assessment questionnaire, distance interventions (e.g. MS Teams) and the expanding range of on-line resources
* To maintain, develop and deliver relevant promotional material and information resources for the Student Wellbeing Service publications and web pages, as required
* To represent the service at relevant committees and working groups e.g. the Welfare Forum, as required
* To help raise the profile of Student and Academic Services as a professional, innovative and efficient department

**Managing Self:**

* The post-holder will be self-motivated with the ability to work on their own initiative with a minimum amount of day-to-day supervision
* The post-holder will be required to take an active role in professional and Student and Academic Services Staff Development activities
* Be flexible and adaptable in all working practices to ensure the efficient undertaking of Student Wellbeing Service activities.
* Be able to work accurately under pressure and prioritise tasks.
* Work cooperatively within a team environment.
* Manage workload in accordance with departmental needs and requirements of the university’s calendar.
* Stay abreast of developments in the Higher Education student mental health sector
* Seek and take advantage of professional development opportunities and attend meetings and conferences where it is considered beneficial to the role.
* Maintain professional registration and meet all the requirements of this, e.g. ongoing CPD, ethical practice, etc

**Core Requirements:**

* Adhere to and promote the University’s policies on Equality, Diversity and Inclusion and Information Security.
* Ensure compliance with Health & Safety and Data Protection Legislation.
* Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
* Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

* A willingness to provide an out of hours front-line service for students, as part of the team, as required
* A willingness to support other Student and Academic Services, as required
* Any other duties as appropriate to the post and grade
* A willingness to travel to or work from any of the university’s sites as necessary

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Student Wellbeing Service delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

* Sector-benchmarked levels of student satisfaction: To ensure high levels of student satisfaction with the services provided by the Student Wellbeing Service
* Legal compliance e.g. Freedom of Information, Data Protection
* Service feedback report analysis
* Service impact through Routine Outcome Measures
* Satisfactory quality audit reports
* Satisfactory performance management reports including appraisal

**KEY RELATIONSHIPS (Internal & External):**

* University students
* University staff including Admissions
* Head of Student Wellbeing Service
* Assistant Head of Student Wellbeing Service
* Student Wellbeing Service
* Greenwich Student’s Union
* Academic staff including personal tutors
* Chaplaincy
* Student and Academic Services staff including Student Finance, International Advice, etc
* Facilities & Estates Management
* Accommodation Services
* External agencies and community groups Staff from partner colleges
* Faculty staff

**PERSON SPECIFICATION**

**EXPERIENCE:**

**Essential Criteria**

* Professional experience of delivering effective counselling interventions, preferably in a Higher Education counselling role
* Experience of working effectively within a time limited therapy framework, supporting a large and diverse population
* Experience of providing face to face, online and telephone counselling/psychotherapy
* Experience of working with a wide range of individuals from varied backgrounds
* Experience of undertaking clinical assessments to formulate and understand the most appropriate intervention
* A clear understanding and experience of managing risk and safeguarding issues in a clinical context, making onward referral when appropriate, and willingness to undertake up to date and ongoing training in this area
* Experience of working on own initiative, making effective use of clinical and managerial supervision (meeting minimum requirements of accrediting body), and willingness to engage in continued professional development opportunities relevant to the role which aligns with both personal and service development needs
* Experience of working as part of a multi-skilled team
* Willingness to participate fully in staff training activities, including departmental and university events
* Adaptable and flexible approach to service development and delivery including ability to work at different locations as required

**Desirable Criteria**

* Experience of developing and delivering therapeutic group work
* Experience of delivering psycho-educational workshops
* Experience of delivering Single Session Therapy
* Experience of using Routine Outcome Measures in therapeutic interventions

**SKILLS:**

**Essential Criteria**

* Ability to liaise effectively and work collaboratively with staff and students throughout the university
* Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines
* Excellent interpersonal skills and a student focused approach
* Ability to work both individually and as part of a team
* Excellent verbal, written and presentation skills
* Ability to keep accurate records and to use IT effectively

**Desirable Criteria**

* N/A

**QUALIFICATIONS:**

**Essential Criteria**

* Educated to Degree level or equivalent
* Minimum Post Graduate Diploma in Counselling/Psychotherapy or equivalent qualification (Accredited by UKCP, BACP or BABCP)
* A professional Counselling qualification
* Membership of a relevant professional body (e.g. BACP, UKCP, BABCP)

**Desirable Criteria**

* Completion of a post graduate training and qualification in counselling/psychotherapy supervision or evidence of working towards this

**PERSONAL ATTRIBUTES:**

**Essential Criteria**

* We are looking for people who can help us deliver the [values](https://www.gre.ac.uk/docs/rep/communications-and-recruitment/this-is-our-time-university-of-greenwich-strategy-2030) of the University of Greenwich: Inclusive, Collaborative and Impactful.

**Desirable Criteria**

* N/A