**JOB DESCRIPTION**

**Job Title:** Head of Student Wellbeing Services

**Grade:** SG9

**Department:** Directorate of Student and Academic Services (Student Services)

**Responsible to:** Associate Director of Student Services

**Responsible for:** Assistant Head of Student Wellbeing Services (Mental Health), Assistant Head of Student Wellbeing Services (Disability & Dyslexia), Assistant Head of Student Wellbeing Services (Counselling), Assistant Head of Student Wellbeing Services (Psychological Wellbeing), Assistant Head of Student Wellbeing Services (Outreach, Participation and Advice).

**Key Contacts:** Complex Cases Group, Directorate of Student and Academic Services Leadership Team, Associate Deans Student Success, Greenwich Student Union, External contracted organisations e.g. Spectrum Life, NHS Services, University Chaplaincy (Multi-Faith Service)

**PURPOSE OF ROLE**

* Provide leadership, expertise and management for the Student Wellbeing Service which includes the Mental Health, Disability & Dyslexia, Counselling, Psychological Wellbeing teams and Outreach, Participation and Advice Services.
* Provide expert advice, training and consultancy on key aspects of student wellbeing and disability issues.
* Expert in regulatory requirements and compliance for a Student Wellbeing Service.
* Develop and execute a comprehensive strategic plan for Student Wellbeing Service.
* Implement effective procedures on all aspects of Student Wellbeing.
* Ensure that the services we provide for those who may have additional needs due to their personal and/or practical circumstances and those who report experiencing unacceptable behaviour, including bullying and harassment and or non-academic misconduct, are student focused and positively influence change.
* Responsible for ensuring that effective emergency and crisis response procedures are in place to support students and staff giving cause for concern and/or in crisis e.g. death, mental health crisis, or serious illness affecting individual students or a group.
* Work with relevant senior staff to ensure that policies and protocols are in place to respond to critical incidents, including where appropriate to be the formal point of contact for external authorities in relation to student data, serious illness or fatality.
* Provide clinical oversight of and accountability for the Student Wellbeing team including ensuring arrangements for professional supervision and training as required.
* Develop, innovate and deliver, on behalf of the team, the highest standards in Customer Service as measured by agreed external quality kite-marks and regular customer feedback

**KEY ACCOUNTABILITIES**

**Team Specific:**

* Provide leadership for the Student Wellbeing service to deliver a student-focused support service, taking responsibility for the effective management, responsiveness, development and performance review of staff and service activities in alignment with institutional objectives and regulatory requirements.
* Designing, implementing and monitoring student feedback and evaluations, and regularly reviewing service delivery to identify ongoing opportunities for innovation and improvement.
* Ensure the efficient co-ordination of service delivery across the university, as required, for all core activities including specialist input for pre-entry advice and guidance events such as Open Days.
* Providing supervision and appraisal of staff in the team, including ensuring that staff have sufficient support, training, and experience to be able to deliver the highest standards of work with students and staff.
* Lead and coordinate the provision of workshops, trainings, and other engagement activities which contribute to enhancing the student experience, including Welcome activities, mental health awareness days/weeks, and any other welfare events for students.
* Represent the service at appropriate internal and external committees, events and functions, as appropriate e.g. internally this will include the Welfare Forum, the Health & Wellbeing committee, Health and Safety Committee and university policy making committees, as required
* Take a lead role in providing internal consultancy for staff on issues to do with student well-being including the provision of advice on Reasonable Adjustments for prospective and current students with disabilities
* Lead in the regular evaluation and monitoring of all activities including annual reporting of the service, Personal Emergency Evacuation Procedures, Needs Assessment reports, internal networks and external partnerships.
* Create and deliver training to students and staff.
* Review and Develop policies and procedures ensuring that they are relevant, up to date and reflect good practice in the sector.
* Be an active member of the weekly multi-disciplinary team (Complex Case Group) managing students of concern and act as a point of escalation for staff across the directorate and implement agreed actions.
* Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

**Generic:**

* Ensure that the Wellbeing and Mental Health service complies with all relevant legislation e.g. Confidentiality, the Data Protection Act 2018 and the Equality Act 2010.
* Maintain, review and further develop procedures in order to ensure we can identify and take appropriate steps to manage risk and offer effective support to vulnerable students. The role-holder will also need to effectively manage the boundaries and integration of University-level support with the services provided externally by the NHS and other agencies. A key part of the role is to manage the risks at institutional level associated with the wellbeing and mental health challenges faced by students and embed clear referral pathways to specialist teams.
* Some evening and weekend work will be required. This will usually be with prior notice but there will be occasions where this will be short notice (e.g. attending to a student crisis situation).
* Take part in our out of hours emergency Senior On-Call rota and be prepared to respond to serious student issues. This can include incidents of fire, flood, sexual violence, domestic abuse, reputational management and student incidents involving self-harm, suicidal ideations or a student death.
* Manage the annual departmental planning cycle and budget, developing business cases as required.

**Managing Self:**

* Engage fully at an appropriate level with all relevant sector bodies and support organisations (e.g. AMOSSHE) to maintain a thorough and current knowledge and understanding, share best practice and identify opportunities for new and improved service delivery.
* In liaison with the university’s Data Protection Officer, to ensure that the service complies with the Data Protection and Freedom of Information Acts and all other relevant regulations and legislation

**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:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

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.

Enhanced DBS Disclosure.

**KEY PERFORMANCE INDICATORS:**

* Ensure high levels of student satisfaction with the services provided by the Student Wellbeing services, benchmarked within the sector
* Ensure legal compliance with relevant legislation e.g. disabilities, data protection, Freedom of Information

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

* University students
* Report and Support Team
* University staff including faculty staff and professional services teams
* Student Centres (one-stop shops)
* Chaplaincy
* Accommodation Services
* Welfare Forum NHS including Mental Health support agencies
* Colleagues across the sector in related fields

**PERSON SPECIFICATION**

**EXPERIENCE:**

**Essential Criteria**

* Significant experience of working as a practitioner in the field of mental health, including the provision of 1:1 support, assessments, making clinical judgements and Safeguarding.
* Experience of assessing crisis situations and managing risk effectively.
* Extensive knowledge of mental health conditions.
* Proven experience of managing a team and a service, including the development of people and systems.

**Desirable Criteria**

* Experience of working in a Higher Education environment
* Experience in clinically supervising counsellors or psychotherapists.
* Knowledge of NHS structures, referral mechanisms and practices with respect to mental health, and of the work of other support agencies.

**SKILLS:**

**Essential Criteria**

* Excellent IT skills (to include Microsoft Outlook, Word, PowerPoint, Access, and Excel).
* Proven capacity working in a highly pressured environment.
* An evidence based-practitioner, committed to an integrative and multidisciplinary approach to wellbeing.
* High level written and oral communication skills and the ability to communicate clearly with students, healthcare professionals and other staff in the organisation.
* Demonstrate a positive ‘can do’ approach when managing complex and challenging situations.
* The emotional resilience to respond professionally to the most difficult and traumatic student matters that occur within a university environment
* The ability to think innovatively and creatively to improve services and introduce new ways of working
* Experience of establishing and developing external partnerships.
* An understanding of the role of counselling, wellbeing and mental health support in the Higher Education context.
* Well organised, self-motivated, self-evaluative and able to pay attention to detail with minimum supervision.

**Desirable Criteria**

**QUALIFICATIONS:**

**Essential Criteria**

* Educated to degree level (or equivalent level qualification).
* Relevant mental health qualification awarded by an accredited body, for example:
	+ RMHN nursing degree or equivalent
	+ Social Work - mental health post qualification experience/further study/AMHP
	+ Counselling/CBT qualification
	+ High Intensity Therapist qualification from an accredited programme of study
	+ Occupational Therapist – mental health post qualification experience/further study
	+ Clinical Psychology Doctorate
* Membership/eligibility for accreditation or registration with a relevant professional body e.g. Counsellor/CBT (BACP/BABCP accredited); valid NMC PIN Number; HCPC/Social Work England approved.

**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.