JOB DESCRIPTION

Job Title: Student Wellbeing Services, Duty Practitioner

Grade: SG6

Department: Student Wellbeing Service, Student and Academic Services

Responsible to: Assistant Head of Student Wellbeing Service (Mental Health)

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 support student's access to and engagement with appropriate mental health and wellbeing support services, which will enable students to stay on course and succeed.
- To be the first point of contact and access to the Counselling, Mental Health, and Psychological Wellbeing Services
- To provide a professional triage and screening process for student's mental health and/or psychological difficulties and using evidence-based tools to identify and source appropriate interventions.
- To identify and respond appropriately to risk and/or other serious vulnerabilities, escalating to the Assistant Head Student Wellbeing Services - Mental Health, or other senior colleagues as appropriate.
- To advise and signpost students, where appropriate to online and self-help wellbeing resources
- To provide short term casework support to students with Mental Health and Wellbeing needs across the university.
- To take responsibility for a range of administrative tasks associated with initial triage. This will include booking appointments and maintaining electronic records.
- To have a good working knowledge of mental health provision within the NHS and Third Sector services
- To link with external bodies such as NHS services and similar services in Higher Education with a view to understand and inform best practice in the service.
- To take a holistic approach to students who have disclosed mental health, psychological and wellbeing difficulties, raising awareness of the support available to them to enable full engagement with all aspects of university life.

- To support the "assisted self-help" approach to Student Services which includes developing staff professionalism innovative practice, and the efficient use of resources in order to help empower the students we work with
- To encourage staff and students to be proactive in maintaining their mental health and wellbeing, by contributing to the design and delivery of psychoeducation initiatives and self-help materials.
- To establish effective working relations with Faculty and professional services colleagues
- Contribute to the development of Student Wellbeing Services processes and systems.
- To undertake and manage risk assessment of student, self, and likely impact on others.
- To provide specialist advice, support and information for Faculty and Professional Service colleagues, as a referral point for students presenting with mental health and Wellbeing difficulties. To develop a drop-in service for staff to discuss any wellbeing concerns they may have about students.
- To provide annual training with faculty staff on Staff Guidance: Supporting Students with Mental Health concerns.
- To assist in the promotion and marketing of the Service effectively, focusing on the student experience
- To work with the Assistant Head of Student Wellbeing Service, Mental Health and team colleagues to deliver a high-quality customer-focused service, in line with corporate and departmental objectives.

KEY ACCOUNTABILITIES
Team Specific:

- To develop and maintain effective internal and external relationships and networks for student referral and signposting, acting as a specialist point of contact for students requiring in the moment and in some cases supporting crisis referrals.
- To maintain knowledge and understanding of the range of support available across the university including in Student Wellbeing Services, Faculties, Student & Academic Services, Students Union and Advice Services
- To participate in a rota of service cover for Wellbeing staff during periods of heavy demand and in their absence, including vacation cover, as required
- To participate in team development activities
- To ensure that confidentiality of information is maintained in line with data protection requirements and University Policy and to support the development, implementation, evaluation and monitoring of the Department's strategy, policies and procedures.
- To participate in the promotion of Student Wellbeing initiatives and to actively participate in relevant events such as Wellbeing Day, Welcome Fairs etc.
- Triage Wellbeing incidents that come into wellbeing inbox.

Generic:

- To offer face to face risk assessment when require and a prolonged triage casework for students who require further support before being seen by a service e.g. they may require risk management whilst on a waiting list, referral to external services instead of internal support.

- 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.
- To work accurately under pressure and to tight deadlines, as required
- The post-holder will be required to take an active role in professional and SAS Staff Development activities.
- To be team-focused actively participate in the development of a multi- disciplinary team.
- To participate in monthly clinical supervision sessions
- Ability to work flexibly to support students in crisis, in consultation with the Assistant Head SWS, taking a lead role in coordinating response across the campuses.
- The successful candidate will be expected to work 3 days on campus (2 at Greenwich, 1 at Avery Hill).

Core Requirements:

- Clinical qualification such as: Psychological Wellbeing Practioner or similar mental health or professional qualification such as OT, Mental Health Nurse or Social Worker.
- 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 out-of-hours and emergency support for students in crisis, as required.
- To visit students in residential accommodation, or elsewhere, as required.
- A willingness to travel to or work from any of the university's sites as necessary.
- Be available to respond in person based at Greenwich and Avery Hill campus as

described above.
- Any other duties as appropriate to the post and grade.
- Enhanced DBS Disclosure

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 (ROMs)
- 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

- Experience of mental health and psychological screening and assessment
- Providing first-line mental health and wellbeing support and interventions via face to face, online and telephone
- Experience of providing brief, focused psychological and mental health interventions.
- Experience of risk assessment and management
- Substantial experience in the field of mental health crisis and support

- Experience of identifying, responding to and referring those with mental illness or in need of psychiatric support/assessment
- Experience of working with people from diverse backgrounds
- Proven experience of managing confidential information and responding to boundary issues
- Project Management experience

Desirable Criteria

- Suitable for someone with 0-2 years post qualification experience.
- Experience of working as a part of a multi-skilled team
- Experience and understanding of issues within higher education
- A professional background in Occupational Therapy, Mental Health Nursing, Counselling or Social Work.

SKILLS:

Essential Criteria

- Empathic, sensitive and client focused approach
- Excellent team working skills.
- The ability to work flexibly in response to mental health crises or other similar urgent situations.
- Experience of risk management
- Experience of responding to serious or critical incidents in coordination with relevant internal and external services and partners
- Able to be self-reflective.
- Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines.
- Excellent interpersonal skills with the ability to build effective working relationships with colleagues form clinical and non- clinical backgrounds.
- Excellent verbal, written and presentation skills.
- Ability to keep accurate records and to use IT effectively.
- Willingness to participate fully in staff training activities, including departmental and university events.

Desirable Criteria

- Knowledge of relevant regulatory framework

QUALIFICATIONS:

Essential Criteria

- Clinical first degree or post graduate qualification such a Psychological Wellbeing Practitioner, Counselling or similar clinical qualification.
- Educated to Degree level or equivalent.

- **Desirable Criteria**

- N/A

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Knowledge of legislation including Mental Health Act (1983), Mental Capacity Act (2005), Safeguarding

Desirable Criteria

- N/A