

University of Greenwich

JOB DESCRIPTION

Job Title:	Assistant Mental Health and Wellbeing Adviser	Grade:	SG6
Department:	Directorate of Student Affairs (DSA)	Date of Job Evaluation:	June 2015
Role reports to:	Student Wellbeing Services Coordinator (Mental Health)		
Direct Reports:	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Head of Student Wellbeing Service, Student Wellbeing Co-ordinators (Counselling & Disabilities/dyslexia), Student Wellbeing Services Office Manager and Support and Guidance Mentor		
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 the development and delivery of a standardised mental health assessment to students who are referred to the service;
- To assist in the delivery of a mental health support to students, including those in crisis, to help them realise their potential during their time at University;
- To work with the Student Wellbeing Coordinator (Mental Health) to undertake risk assessment of student, self and likely impact on others;
- To provide advice, support, problem-solving and to be a resource for University staff as a referral point for students presenting with mental health issues;
- To promote and market the service effectively, focusing on the student experience reflected in the “settle, stay, succeed” model of DSA Student Serviced;
- To take the lead in developing and promoting healthy lifestyle campaigns, working closely with external organisations;
- To assist in the development and maintenance of appropriate referral and sign-posting relationships, both internally and externally, on behalf of the service;
- To work with the Student Wellbeing Coordinator (Mental Health) and team colleagues to deliver a high quality customer-focused service, in line with corporate and departmental objectives;
To work closely with the Student Wellbeing colleagues to develop clear pathways for referrals within the department and to external agencies;
- To ensure a holistic approach for students who have disclosed a mental health disability, raising awareness of the support available to them to enable full engagement with all aspects of university life;
- To carry and manage a caseload in a rapidly changing and unpredictable environment.

KEY ACCOUNTABILITIES:

Team Specific:

- To participate fully, as part of a multi-skilled team, in providing professional, confidential support, triage and assisted self-help to students with mental health issues including those in crisis;
- To assist in the organisation of case conference in line with university policies and procedures;
- To provide an out-of-hours emergency support resource, as required;
- To contribute and develop appropriate assisted self-help techniques;
- To assist the Student Wellbeing Coordinator (Mental Health) in developing and maintaining effective internal and external relationships and networks for student referral and signposting, acting as a specialist point of contact for students in crisis;
- To maintain records, data input and completion of forms in accordance with agreed service procedures and processes, working with the Student Wellbeing Office Manager;

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- 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, including coaching and induction of new staff, as required;
- To participate and promote Student Wellbeing initiatives and to actively participate in relevant events such as Wellbeing Day, Fresher's Fairs etc.

Generic:

- To assist the Student Wellbeing Coordinator (Mental Health) in conducting 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 Mental Health needs across the university;
- To assist the Student Wellbeing Coordinator in the planning and delivery of Wellbeing group training to university staff and students, as required;
- In liaison with the university's Data Protection Officer, to ensure that the Student Wellbeing service complies with the Data Protection and Freedom of Information Acts;
- To complete and maintain accurate electronic and paper based records and statistical information and undertake associated administration;
- To be proficient in the use of technology to support the development and use of the on-line resources, assistive technology and distance interventions (e.g. Skype);
- To support the department in maintaining, developing and delivering relevant promotional material and information resources for the Student Wellbeing publications and web pages, as required;
- To represent the service at relevant committees and working groups, both internally and externally e.g. the Welfare Forum, as required;
- To help raise the profile of DSA as a professional, innovative and efficient department.

Managing Self:

- The post-holder will be proactive with the ability to work on their own initiative;
- To work accurately under pressure and to tight deadlines;
- The post-holder will be required to take an active role in professional and DSA Staff Development activities;
- To be team-focused actively participate in the development of a multi-disciplinary team;
- To participate in monthly clinical supervision;
- Ability to work flexibly to support students in crisis, across all campuses.

Core Requirements

- Adhere to and promote the University's Equality and Diversity policies
- Ensure compliance with Health & Safety regulations
- 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.

Additional Requirements:

- A willingness to provide out-of-hours and emergency support for students in crisis, as required;
- To represent the service at the appropriate focus groups, committees etc;
- 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;
- Any other duties as appropriate to the post and grade.

KEY PERFORMANCE INDICATORS:

- Sector-benchmarked levels of student satisfaction: To ensure high levels of student satisfaction with the services provided by the Student Wellbeing team
- Legal compliance e.g. Freedom of Information, Data Protection
- Service feedback report analysis

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- Satisfactory quality audit reports
- Satisfactory performance management reports including appraisal

KEY RELATIONSHIPS (Internal & External):

- University students and staff including personal tutors
- Head of Student Wellbeing Services and team
- Academic staff including personal tutors
- Multifaith Chaplaincy
- Facilities Management (incl. Accommodation) staff
- Local Mental Health Trust staff, GPs and hospitals
- Health promotion agencies and Local Authorities
- External agencies and community groups

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Post-qualification 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 developing healthy living campaigns • Experience of working with people from diverse backgrounds and with special needs <p>Skills</p> <ul style="list-style-type: none"> • Ability to work flexibly in response to mental health crises or other similar urgent situations, including flexible working hours/locations • Able to prioritise, organise and deliver a complex and changing workload under pressure • Ability to take direction and follow through on instruction • Excellent interpersonal skills with the ability to build effective working relationships with colleagues from 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 <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to Degree level or equivalent <p>Additional</p> <ul style="list-style-type: none"> • This role is subject to a satisfactory enhanced DBS check which the University will arrange for the appointed post-holder. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working as a part of a multi-skilled team • Experience of working in Higher Education or with young people <p>Skills</p> <ul style="list-style-type: none"> • Counselling skills/good understanding of relevant therapies • Knowledge of relevant regulatory framework • Experience of risk management <p>Qualifications</p> <ul style="list-style-type: none"> • Membership of a relevant professional body • A professional Mental Health/Health Care qualification

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Signature(s)

Date of issue.....