

## JOB DESCRIPTION

<b>Job Title:</b>	Assistant Head of Student Wellbeing Services (Counselling and Mental Health)	<b>Grade:</b>	SG8
<b>Department:</b>	Directorate of Student and Academic Services	<b>Date of Job Evaluation:</b>	February 2017
<b>Role reports to:</b>	Head of Student Wellbeing Services		
<b>Direct Reports</b>	SWS Coordinators (Mental Health), SWS Coordinators (Counselling)		
<b>Indirect Reports:</b>	Wellbeing Co-ordinators (Disabilities/dyslexia), Student Wellbeing Services Office Manager.		
<b>Other Key contacts:</b>	Chaplaincy, Accommodation Services and key external stakeholders Colleagues in SAS, colleagues in other Directorates and Faculties as appropriate.		

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 operationally manage and lead the Counselling and Mental Health team undertaking line management of staff, ensuring effective induction, appraisals , oversee and monitor staff training and development , to hold clinical responsibility for all counselling activities and provide clinical supervision to the Counselling and Mental Health team.
- To develop, monitor and review the framework, including policies and procedures to consolidate the Counselling and Mental Health team and comply with internal regulations, external legislation and legal requirements.
- Interpret and present complex information in a range of formats that is appropriate for a diverse group of service users and liaise and correspond with students, colleagues, University Departments and Faculties, both promptly and appropriately.
- To assist the Head of Student Wellbeing in the development and the implementation of the University's Student Wellbeing strategy and related policies with regard to the counselling and mental health provision
- To support the "assisted self-help" approach to Student Services which includes developing staff professionalism, innovative practice and the efficient use of resources in line with corporate and departmental objectives

- To develop effective working practices with Faculty and professional services colleagues
- To review current Brief models and expand assisted self help techniques
- To develop effective external networks and represent the University at external stakeholder meetings
- Contribute to the development of University wide processes and systems
- Support the development and implementation of a Student Wellbeing Case Conference process
- To facilitate and deliver counselling , mental health support to students, welfare and pastoral support to any student in need, including crisis, within the University to help them resolve issues, develop coping strategies and realise their potential during their time at University
- To undertake and manage risk assessment of student, self and likely impact on others.
- To provide expert advice, support, problem-solving and a resource for Faculty and Professional Service colleagues, 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 SAS Student Services
- To take a lead role in maintaining and developing appropriate referral and sign-posting relationships, both internally and externally, on behalf of the service
- To work with the Head of Student Wellbeing and team colleagues to deliver a high quality customer-focused service, in line with corporate and departmental objectives
- 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
- Deputise for the Head of Student Wellbeing Service

#### **KEY ACCOUNTABILITIES:**

##### **Team Specific:**

- To manage 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 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 organise and contribute to case conference in line with university policies and procedures, providing an informed opinion and where appropriate to verify student's mitigating circumstances

- To provide an out-of-hours emergency support resource, as required
- 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 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
- 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 conduct initial screenings, make assessments and refer students to appropriate professional services e.g. primary and secondary care etc.
- To provide casework support to students with Mental Health needs across the university
- To plan and deliver 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 maintain, develop and deliver 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 SAS 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
- Ability to work flexibly to support students in crisis, taking a lead role in co-ordinating response across the campuses

**Core Requirements:**

- Adhere to and promote the University's policies on Equality and Diversity and Information Security 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
- Enhanced DBS Disclosure

**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
- 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
- Multi-faith Chaplaincy
- Facilities Management (incl. Accommodation) staff
- Local Mental Health Trust staff, GPs and hospitals
- External agencies and community groups

**PERSON SPECIFICATION**
**Essential**
**Experience**

- Expert practitioner, professionally trained in the field of Counselling and Mental Health
- Health
- Experience of risk assessment and management
- Substantial post-qualification experience in the field of mental health crisis and support
- Substantial counselling experience in higher education
- Experience of identifying, responding to and referring those with mental illness or in need of psychiatric support/assessment
- Experience of using Brief counselling models
- Experience of providing clinical supervision
- Experience of working with people from diverse backgrounds and with special needs
- Proven experience of managing a multidisciplinary team
- Proven experience of managing confidential information and responding to boundary issues
- Experience of leading and managing projects

**Desirable**
**Experience**

- Experience of working as a part of a multi-skilled team

**Skills**

- Excellent leadership and people management skills
- Excellent team working skills
- Ability to work flexibly in response to mental health crises or other similar urgent situations, including flexible working hours/locations
- Counselling skills/good understanding of relevant therapies
- Experience of risk management
- Experience of responding to serious or critical incidents in coordination with relevant internal and external services and partners
- 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 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

**Qualifications**

- Educated to Degree level or equivalent
- A relevant professional counselling practitioner qualification, accreditation with BACP or UKCP or equivalent
- A professional Mental Health/Health Care qualification
- Knowledge of legislation including Mental Health Act

**Skills**

- Knowledge of relevant regulatory frameworks

**Qualifications**

- Counselling Supervision qualification

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

**Personal attributes**

- N/A