

JOB DESCRIPTION

Job Title:	Student Wellbeing Coordinator (Mental Health)	Grade:	SG7
Department:	Directorate of Student and Academic Services	Date of Job Evaluation:	2013 Updated 2017
Role reports to:	Assistant Head of Student Wellbeing Services (Counselling and Mental Health)		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Head of Student Wellbeing Services, Student Wellbeing Coordinators (Counselling, Mental Health & Disabilities/dyslexia), Student Wellbeing Services Office Manager, Student Wellbeing Service Administrator and Mental Health 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 develop and deliver a standardised mental health assessment to students who are referred to the service
- To facilitate and deliver mental health support to students, including those in crisis, to help them 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 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 Student and Academic 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 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 work autonomously, carrying and managing 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 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 contribute and develop appropriate assisted self-help techniques
- 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 Student 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. local GPs, self-help groups, community Mental Health Trusts 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 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 Student and Academic Services 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, 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.

Additional Requirements:

Undertake any other duties as requested by the Director or their line manager, commensurate with the 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 and Academic Services Directorate 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 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, Assistant 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
- External agencies and community groups

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Expert practitioner, professionally trained in the field of Mental Health/Health Care • Minimum 3 years 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 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, 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 • Ability to work in a standalone role, as the sole Mental Health specialist at the allocated campus 	<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">• Educated to Degree level or equivalent• A professional Mental Health/Health Care qualification <p>Personal attributes</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	<p>Qualifications</p> <ul style="list-style-type: none">• Membership of a relevant professional body <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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