

JOB DESCRIPTION

Job Title:	Student Wellbeing Service Coordinator, Mental Health and Wellbeing	Grade:	SG7
Department:	Directorate of Student & Academic Services (SAS)	Date of Job Evaluation:	May 2019
Role reports to:	Assistant Head of Student Wellbeing Services (Counselling & Mental Health)		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Students, Student Wellbeing Co-ordinators (Counselling and Mental Health), Student Wellbeing team, Student Union, Faculty Staff, Student Centres, Accommodation, Estates & Facilities, Maritime Assessment Centre, Chaplaincy, ILS and Human Resources,		
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 deliver a range of high quality, professional Mental Health and Wellbeing services to students, to enable them to realise their potential during their time at University, from pre-entry advice through to graduate success. The role will prioritise the following:

- To provide a triage service, undertaking assessment of student's mental health and emotional needs and undertaking appropriate referrals to internal and external services
- 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 outreach and build effective relationships with community services, Health care providers, statutory services, and specialist agencies
- To undertake and manage risk assessment of student, self, and likely impact on others
- To work closely with the Student Wellbeing Team to ensure the delivery of integrated support for students
- To provide a daily drop-in service for students who require a range of mental health and wellbeing support
- To review student casework, providing ongoing mental health support for students who are awaiting referrals and treatment from appropriate Health care services.
- To provide support and supervision to students undertaking peer Wellbeing Needs Assessments
- To work with statutory health care providers to promote healthy living

campaigns.

- To provide support to the Listening Ears Network
- To collaborate with University colleagues with a focus on improving student retention and reducing barriers to success
- To provide expert advice, support, and relevant training for University staff on issues related to student mental health and wellbeing
- To contribute to the development of web pages and online resources to support student health and wellbeing
- To keep abreast of development and practice in the field of student wellbeing, in the higher education sector
- To liaise with the Marketing and Communications department to ensure the promotion of Health and Wellbeing activities
- To work with the Assistant Head and the Head of Student Wellbeing Service and team colleagues to deliver a high-quality customer-focused Mental Health & Wellbeing service, in line with corporate and departmental objectives

KEY ACCOUNTABILITIES:

Team Specific:

- To participate fully in providing professional expert practitioner support for students experiencing Mental Health and Wellbeing difficulties.
- To develop and maintain effective internal and external relationships and networks for student referral and signposting
- 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 offer re-entry guidance to support a proactive approach in identifying and implementing timely reasonable adjustments and university policy such as the Health, Wellbeing and Fitness to Study policy, as required
- To maintain records, data input and completion of forms in accordance with agreed service procedures and processes, working with the Student Wellbeing Office Manager. Co-ordinators are expected to be primarily self-supporting in terms of basic administration
- To participate in a rota of service cover for staff during periods of heavy demand and in their absence, including vacation cover, as required. This may require working from different locations and at different times
- 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 Open Days and Welcome Fairs etc.

Generic:

- To liaise with Faculty staff and individual tutors to advise on the support needs of students experiencing mental health difficulties
- To plan and deliver group training to university staff and students, as required, including new student inductions
- In liaison with the Assistant Head of Student Wellbeing Services, to ensure

that the Student Wellbeing team complies with the Data Protection and the Freedom of Information Acts and all relevant compliance regulations

- To be proficient in the use of technology to support the effective use of assistive technology and on-line resources
- 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 e.g. the Welfare Forum, the Disability Named Contact Group, Student Experience Boards etc., 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
- The post-holder will have good organisational and administrative skills
- 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

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security;
- Ensure compliance with Health & Safety and General Data Protection Regulation (GDPR);
- 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:

- Any other duties as appropriate to the post and grade
- A willingness to travel to or work from any of the university's sites as necessary
- Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line 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 Directorate of Student & Academic Services 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, GDPR
- Service and user feedback report analysis
- Satisfactory quality audit reports
- Satisfactory performance management reports including appraisal

KEY RELATIONSHIPS (Internal & External):

- University students
- University staff including Admissions, Student Centre, and Faculty staff
- Head of Student Wellbeing Service
- Assistant Head of Student Wellbeing Servicer
- Student Wellbeing Office Manager
- Student Wellbeing Service Co-ordinator (Disability & Dyslexia)
- Student Wellbeing Service Co-ordinator (Mental Health)
- Student Wellbeing Service Co-ordinator (Counselling)
- Academic staff including personal tutors
- Multi-Faith Chaplaincy
- Student & Academic Services staff
- Estates and Facilities Management
- External agencies and community groups

PERSON SPECIFICATION

Essential

Experience

- Expert practitioner, professionally trained in Mental Health with Social Work, or Clinical Psychology,
- Substantial post-qualification professional experience in the field of mental health crisis and support
- Demonstrable experience of supporting adults experiencing Mental Health and Wellbeing difficulties in the Higher education sector, or equivalent,
- Experience of risk management, undertaking risk assessments, responding to, and referring those with mental illness, or in need of psychiatric support/assessment to external specialist services
- Experience of working within relevant regulatory frameworks
- Experience of working with people from diverse backgrounds

Desirable

Experience

- Experience of working as a part of a multidisciplinary team
- Experience of working in a Higher Education environment
- Experience of designing and delivering workshops

<p>and with diverse needs</p> <ul style="list-style-type: none"> • Knowledge of disabilities legislation and practice in the sector • Experience of organising or coordinating events and activities <p>Skills</p> <ul style="list-style-type: none"> • Ability to liaise effectively with staff and students throughout the university • Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines • Excellent interpersonal skills and a customer focused approach • Ability to work both individually and as part of a team • Adaptable and flexible approach to service development and delivery including ability to work at different locations as required • Excellent verbal, written and presentation skills • Ability to keep accurate records and to use IT effectively including assistive technology • Ability to maintain boundaries and work calmly under pressure • 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, with professional experience in the areas of Student Support Social Work, or equivalent psychological therapies qualification • Relevant Postgraduate qualification • Expert practitioner, professionally trained in the field of Mental Health/Health Care 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to think creatively and independently <p>Qualifications</p> <ul style="list-style-type: none"> • Youth and Community Work Qualification • Membership of a relevant professional body • Suicide prevention/intervention Training (e.g. ASIST, or mental health first aid)
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Personal attributes <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	Personal attributes <ul style="list-style-type: none">• N/A
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