

JOB DESCRIPTION

Job Title:	Assistant Head of Student Wellbeing Services, (Mental Health)	Grade:	8
Department:	Directorate of Student & Academic Services	Date of Job Evaluation:	Feb 22
Role reports to:	Head of Student Wellbeing Service		
Direct Reports	Student Wellbeing Coordinators (Mental Health) Duty Practitioner		

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 hold clinical responsibility for all mental health related activities and provide leadership and direction to the Mental Health team
- To assist in the development of the framework, including policies and procedures to consolidate the Wellbeing teams
- To provide line management to the Mental Health team.
- To coordinate the provision of external clinical supervision
- To deputise for the Head of Student Wellbeing Service
- To assist the Head of Student Wellbeing in the development of the University's Student Wellbeing strategy, with regards to the mental health provision
- To develop effective working practices with Faculty and professional services colleagues
- To support (with Head of Student Wellbeing) the development of effective external networks and represent the University at external stakeholder meetings
- To support the development and implementation of a Student Wellbeing Case Management process
- To establish and maintain quality assurance systems, ensuring the service operates within secure clinical governance frameworks
- 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 manage the risk assessment of students, 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 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 promote and market the service effectively, focusing on the student experience

- 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 maintain current knowledge of relevant legislation, policies and procedures
- To take an active interest and involvement in the wider mental health in H.E. sector to keep abreast with changes and developments – attend national meetings and engage in other suitable forums
- 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

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 provide casework support to students with Mental Health needs across the university
- 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 manage an out-of-hours emergency out-sourced support resource
- To plan and deliver Mental Health and related training to university staff and students, 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, Welcome Fairs etc

Generic:

- 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. Zoom/Teams)
- To maintain, develop and deliver relevant promotional material and information resources for the Student Wellbeing publications and web pages, as required
- To take a lead role in the regular operational evaluation and monitoring of departmental activities including annual report function
- To represent the service at relevant committees and working groups, both internally and externally
- 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 and actively and participate in the development of a multi-disciplinary team
- To participate in bi-monthly clinical supervision
- Ability to work flexibly to support students in crisis, taking a lead role in co-ordinating response across the campuses
- To maintain professional registration and accreditation

Core Requirements:

- A willingness to provide occasional out-of-hours and emergency support for students in crisis, as required occasionally
- 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
- 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 line manager or appropriate senior 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 Student Wellbeing 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 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 • Current post-qualification practice in the field of mental health • Substantial experience of providing mental health crisis and support • Experience of mental health risk assessments and management • Experience of managing complex cases 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working as a part of a multi-skilled team • Proven experience of managing a multidisciplinary team • Experience and/or understanding of issues within Higher Education • Experience of providing clinical supervision

- Experience of identifying, responding to and referring those with mental illness or in need of psychiatric support/assessment
- Experience of providing clinical supervision
- Experience of working with diverse communities, groups and individuals including people with neurodiversity, who are disabled, autistic or have long term conditions
- Relevant experience of being responsible for an aspect of work delivery, preferably for a Mental Health service
- Proven experience of managing confidential information and responding to professional boundary issues
- Experience of leading and managing projects
- Experience of responding to serious or critical incidents in coordination with relevant internal and external services and partners
- Experience of providing mental health and wellbeing advice and support via face-to-face, online and by telephone
- Experience of developing and delivering psycho-educational workshops and training

Skills

- Excellent leadership and people management skills
- Excellent team working skills
- Proven high-level judgment skills in order to make considered decisions, prioritise need and advice on ‘at risk’ clients on a day-to-day basis
- Proven ability to build a network of peers both internally within the university and externally that helps to inform best practice and inform service delivery
- Proven and demonstrable ability to take a proactive approach in

Skills

- Knowledge of relevant regulatory framework
- Understanding of the multiple HE mental health framework and schemes

anticipating issues, to consider new ways of working with potential solutions and a willingness to apply new technology

- Proven ability to negotiate and work within appropriate professional boundaries, to manage potentially difficult or conflict situations with confidence and to support team members in managing same
- 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 psychological therapies
- Able to prioritise, organise and deliver a complex and changing workload under pressure, without supervision and to tight deadlines
- Emotional resilience & ability to stay calm under pressure
- 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

Qualifications

- Educated to Degree level or equivalent
- A relevant professional mental health qualification and accreditation with an appropriate professional body

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

Qualifications

- Clinical Supervision qualification

Personal attributes

- N/A

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