

## Job Description

<b>Job title</b>	Head of Wellbeing
<b>School / department</b>	Student Services
<b>Grade</b>	8
<b>Line manager</b>	Head of Student Services Operations
<b>Responsible for</b>	Wellbeing Team (Counselling, Disability & Mental Health, Student Welfare and Inter-Faith)

### Main purpose of the job

This role is key to the development of effective strategic leadership, management and coordination of our Wellbeing Team consisting of Disability, Mental Health, Student Welfare, Counselling and Inter-Faith Co-ordinator within Student Services.

To provide specialist insight/advice and guidance on inclusive practice, reasonable adjustments for students with mental health difficulties and disabilities to aid development of university strategies and plans, institutional projects, committees and working groups

To provide authoritative expert advice and guidance to senior management on matters relating to student's disability, mental health & counselling and proactively engage in external developments on behalf of the University.

To be the strategic lead within Student Services and contact point for driving the universities Health & Wellbeing Framework and the wellbeing of students, including advising on complex cases and students in crisis.

To be a member of the Senior Student Services team, leading on cross-university projects and representing the interests of Student Service and the University both internally and externally.

### Key areas of responsibility

The key responsibility is to provide a safe and secure environment for students in all aspects of the student experience, but in particular to Disability, Mental Health, Counselling and Faith by:

- Lead and manage the Disability, Mental Health team, Counselling team, Student Welfare team and Inter-faith Co-ordinator and promote awareness of the Student Services function to wider University community.
- Leading on the Health & Wellbeing Framework to ensure of embedment of a whole university approach.
- Lead on the strategic development of the services to enhance partnerships with external agencies relating to disability, mental health, counselling, student welfare and faith.
- Working closely with the Associate PVC Student Affairs and Head of Student Services, to develop the strategic direction of student wellbeing activities in order to provide an integrated service that supports the aims of the University's Strategic Plan.
- Lead on the review and formulation of University policies and procedures regarding students with disabilities, specific learning difficulties, mental health and counselling to ensure and maintain legal and contractual obligations under the Equality Act 2010, Mental Health Act 2007 and Ethical framework for Good Practice in Counselling & Psychotherapy.

- Advising Senior Management on the development and implementation of strategies that will enhance the student experience, and ensuring that we meet the requirements of the respective disability & mental health legislation
- Working closely with all departments, professional services and Students' Union to ensure successful coordination in delivering a high quality student experience.
- To ensure the strategic development of the services (including delivery, planning and monitoring), of the core service priorities are met together with adhering with budget spend/forecasts in line with university finance policies and regulations.
- To lead initiatives to improve communication and proactively work with the Student Community, Schools/Colleges and Professional Services to foster engagement and an understanding of services provided within the department and the wider Student Services remit.
- To be responsible for providing advice to senior management and staff on all matters relating to the Disability, Mental Health, Counselling, Student Welfare and Faith support needs across the University and Student Community; and to support the Director of Student Services in any change management and development requirements to meet identified support needs.
- To manage, lead and develop our Disability, Mental Health, Counselling and Faith support, working closely with other University staff and external partners to develop strategies and implement agreed operational priorities in response to the internal and external environment.
- To support and contribute to a professional and specialist advice and guidance service to students with disabilities, specific learning difficulties, mental health, counselling and spiritual needs and those students with medium to long term health problems.
- Overseeing the more complex cases and crisis situations affecting individual students.
- Work closely with the academic staff to ensure we have an appropriate fit for purpose approach to managing demand for student mental health and disability support and response to individual crises.
- To work closely with the Schools/Collages and professional support services to develop effective relationships of trust and influence.
- Together with the Senior Student Service team, co-ordinate the University-wide responses to critical student incidents, notifying and liaising with a range of services both within and outside the University.
- To respond to emergencies and consultation requests from other members of the service and the wider institution, regarding students who are experiencing mental health crises and liaise with the Senior Mental Health Adviser who may need immediate referral/intervention, on occasions outside operating hours.
- To promote institutional awareness of counselling, disability and Mental Health issues, and the Disability Discrimination Act legislation and Equality Act 2010.
- To identify circumstances where it is necessary to breach confidentiality, ensuring that duty of care responsibilities is always met; to inform senior staff of any such circumstances.
- To ensure full and accurate casework data is recorded in compliance with GDPR and Confidentiality, professional standards and audit requirements.
- To enable students to access their studies successfully and encourage academic progress and student retention.
- To provide statistical information on clients and casework.
- Participate in recruitment events as required.

- To ensure an effective and excellent standard of service is provided at all times to the University community.
- To represent the University of West London at regional and national events and professional interest groups as required and to report back any findings and issues to the University Community.
- To contribute to the University's response to major changes or world events that impact on the mental health and wellbeing of the University's students.

This appointment requires a flexible approach to working hours including out of hours provision.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

<b>Dimensions / back ground information</b>

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and/or membership of professional bodies</b>	<p>Degree level education or equivalent.</p> <p>To have received training on a range of disability and/or Mental Health issues.</p> <p>Evidence of training and continuous professional development relating to disability and/or mental health.</p> <p>Accreditation/Registration with British Association for Counselling and Psychotherapy BACP, UKCP or other relevant professional body.</p>	<p>Specialist Disability Qualifications</p>
<b>Knowledge and experience</b>	<p>Substantial experience and understanding of complexities of delivering disability and mental health support in Higher Education</p> <p>Substantial and demonstrable leadership and people management experience in a relevant professional setting.</p> <p>Demonstrable success and impact from effectively leading, motivating and managing staff.</p> <p>Strong track record of engagement and influencing skills with a wide range of stakeholders both internal and externally</p> <p>Strong understanding of demonstrable understanding of confidentiality and equality/diversity issues</p> <p>Working knowledge of the principles of universal design in relation to physical access</p>	<p>Understanding of the organisation and ethos of a post 16 education institution and the implications on support services</p> <p>Experience of providing training and development</p> <p>Knowledge of and adherence to the BACP (or equivalent) Ethical framework for Good Practice in Counselling &amp; Psychotherapy</p>

	<p>Extensive knowledge and experience of dealing with critical incidents in HE</p> <p>Experience of analysing data.</p>	
<p><b>Specific skills to the job</b></p>	<p>Strong understanding of issues around student vulnerability and inclusion in the UK and an ability to develop service delivery strategies</p> <p>An excellent understanding of the legislative framework relation to Equality Act 2010 and the mental health capacity act.</p> <p>Knowledge of specialist organisations and referral agencies for individuals with specific issues eg. DSA process</p> <p>A thorough understanding of the issues affecting students with disabilities and mental health, gained through working experience in an advisory capacity</p> <p>Significant experience of supervising a team of staff in a changing environment and frequently under pressure</p> <p>Experience of planning, prioritising and supervising complex operational activities</p>	<p>Management of a specialist service provision within H.E</p>
<p><b>General skills</b></p>	<p>Management of financial and human resources</p> <p>Ability to work under pressure and meet tight deadlines</p> <p>Ability to work in a collegiate and professional manner with internal stakeholders</p> <p>Well developed client interview and case working skills within Higher Education.</p> <p>Understanding of compliance with confidentiality policies, professional</p>	

	<p>standards and the Data Protection Act</p> <p>Ability to respond quickly to changes in legislation and regulations and motivate others to engage</p> <p>Ability to show attention to detail and produce work and documentation of high quality</p>	
<b>Other</b>	<p>Ability to respect a high level of confidentiality at all times</p> <p>Demonstrating a commitment to Customer Excellence</p> <p>Excellent written and oral communication skills</p> <p>Excellent presentation and motivation skills</p> <p>Strong IT skills</p> <p>Personal credibility and gravitas</p> <p>Ability to work under pressure and to deadlines</p> <p>Ability to co-ordinate and manage complex activities</p> <p>Ability to think strategically</p>	
<b>Disclosure and Barring Scheme</b>	This post requires an enhanced DBS check	
<p><b>Essential Criteria</b> are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p><b>Desirable Criteria</b> are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		