

Job title	Wellbeing Adviser (Mental Health)
School / department	Student Services
Grade	6
Line manager	Mental Health Manager
Responsible for	n/a

Main purpose of the job

This is a key role in providing support and specialist advice to students who are primarily experiencing a long and enduring mental health condition(s). The support offered will predominantly consist of developing and finalising academic support plans for the student, designed to remove barriers to study and academic attainment. However specialist guidance around a range of topics such as self-care is also required in addition to signposting to resources and internal/external support services where appropriate. This is all with the aim of providing holistic support to the student; reduce risk of mental health crisis and to encourage engagement and student retention.

The post holder, as part of the disability and mental health (wellbeing) team, will also be expected to offer support to students with additional disabilities such as physical health conditions, visual/auditory impairments and specific learning differences. This will include on occasion, carrying out screenings for students who are concerned that they may have a specific learning difficulty. The support that will be offered to students will be implementing support plans which contain 'reasonable adjustments' in line with the Equality Act 2010.

As a member of the wellbeing team, the successful candidate will also work to promote and communicate awareness amongst the wider student body and university around disability and mental health topics and the support available, providing training on occasions in conjunction with other team members/line manager.

The post requires a flexible approach to working hours at times and occasional working of open days, enrolments and advice evenings. As the university consists of 3 sites, the candidate will need to be willing to provide support at any of the 3 sites when required, however will predominantly be based at the Ealing Campus.

Key areas of responsibility

SUPPORTING STUDENTS:

- Work collaboratively with students to identify their mental health support needs and implement individual support plans (ISP).
- Provide 1-1 advice, information and support to students with a range of disabilities through a variety of mediums (pre-arranged appointments, queries, phone, email, MS Teams), around the service that the team can offer to support them, adhering to confidentiality at all times. This information will be shared with students both in higher and further education and applicants to the institution.
- Assessing complex mental health presentations, including assessing psychological distress and level of risk (e.g. risk of harm to self or others).
- Assess the time urgency that a situation requires, for example if follow-up is required immediately or not.
- Referring to appropriate services both internally and externally, where required. This may include community mental health teams, educational psychologists for diagnostic

assessment and improving access to psychological therapies services.

- Liaising with wider student services and other internal/external parties when relevant around the student's support and needs. Understanding and identifying when confidentiality needs to be breached.
- Where relevant offering support via psychoeducation/external resources to students around self-care, relapse prevention, harm minimisation and safety planning where appropriate.
- Support other teams, such as the welfare team during student crisis and appropriate follow up.
- Routinely monitor a caseload of students who have been identified by the team as at an increased risk.
- Providing guidance about mental health conditions in relation to academic barriers and attainment.
- Support the team to organise and run mental health/ awareness days and events such as university mental health day.
- Support the wider Disability and Mental Health team in organising and participating in disability events.
- Compile and present statistical reports to present at school boards.
- Build and maintain good working relationships with the designated link schools.
- Provide guidance and advice to academic staff around a range of disability and mental health topics.
- Plan and organise reasonable adjustments needed for applicants attending selection days.
- Provide advice around Disabled Student Allowance (DSA), a student's eligibility for this and where needed support student's to apply.
- Arrange non-medical support personnel, e.g. note-takers, communication support workers, mentors, for students with a range of disabilities, including mental health conditions.
- Organise and prioritise your own client caseload; to routinely monitor and review your own casework, and to take responsibility for deciding when to invoke peer or management support.
- Participate in Student Recruitment events as required (Open Days, Enrolments, etc).

UNIVERSITY POLICIES AND PROCEDURES

- At all times to carry out your responsibilities with due regard to the University's Equal Opportunities Policy and Equality and Diversity Policy.
- Be aware of, and comply with, the Data Protection Act and Freedom of Information Act and Safeguarding Policy at all times.
- Adhere to all of the University's procedures and policies and Financial Regulations.
- At all times to help maintain a safe working environment by attending training as necessary and following the University's health and safety codes of practice and policy.
- To maintain accurate and confidential records and files in accordance with University

policies and procedures.

- Ensuring that the standard of your own work is maintained at a high level, with strict attention to detail and accuracy at all times.

SPECIALIST KNOWLEDGE

- Contribute to the specialist advice and guidance offered by Student Services, to Schools and central service departments regarding the "reasonable adjustments" required by the Equality Act 2010, with specific reference to mental health.
- Ensure that the services provided to students is delivered to agreed quality standards by adherence to internal and external codes of practice.
- Undertake regular training and continuing professional development in order to keep abreast of changes and best practise in the field of advising students with mental health conditions and other disabilities and to ensure compliance with professional competency frameworks.
- Participate in team meetings within the Wellbeing Team and with other appropriate professional staff.
- Maintain standards in accordance with the relevant professional body, regularly participating in meetings concerning the post-holder's work and cases, in order to develop, monitor and maintain their own professional standards of work and meet the requirement of relevant professional bodies.
- Support other members of the Wellbeing team/Mental Health Manager in delivering training workshops for staff of the University relating to the care of students with complex mental health problems.
- An understanding of the Student Lifecycle and the University regulatory framework, including the Student Handbook and the Academic Regulations.
- An understanding of the Student Record System, and attending training sessions to maintain knowledge and understanding of the student record system.
- Proficiency in Microsoft Office products using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, etc. to produce correspondence and documents and to maintain records, spreadsheets and databases.

INTERNAL COMMUNICATION

- Use effective communication skills, both oral and written; to deal efficiently, effectively and tactfully with people at all levels.
- To adopt a professional, flexible and customer-focussed approach in all communications and ensure that an effective and excellent standard of service is provided at all times to the student and the University community.
- Participate in university meetings as required, including working groups and training, etc.
- Be proactive and responsive to university requirements as they arise and escalate when necessary.
- Contribute to the promotion of Student Services within the university.

PLANNING AND ORGANISING

- Planning and prioritising of own workload to ensure that all deadlines are met in line with the Wellbeing Team tasks and the University annual calendar of activities.
- Ability to manage own diary and email correspondence in effective manner.
- To take individual responsibility for your own area of work and be able to use your initiative as required.

TEAM WORKING

- Work as part of the Wellbeing Team and the wider Student Services Team, taking a proactive role in working with staff to achieve and deliver a high standard of service to all students and staff.
- Establish a productive and supportive relationship with colleagues within the team and across the university community.
- Communicate information to colleagues appropriately and escalate issues to the Wellbeing Managers/Head of Wellbeing as appropriate.
- Be an effective team member, helping staff within the Wellbeing Team and the wider Student Services Team to complete required tasks according to deadlines.
- Participate in team meetings, workshops, training events, etc.
- Proactively support Student Services and the University community with key student lifecycle activities and business processes.

In addition to the above areas of responsibility the position may be required to undertake any other reasonable duties relating to the broad scope of the position and/or department.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<ul style="list-style-type: none"> • 2:1 degree or equivalent in relevant mental health field such as psychology, social work or mental health nursing • Graduate level qualifications or equivalent in relevant field • Evidence of continuous professional development specific to mental health 	<ul style="list-style-type: none"> • Specialist Disability qualifications • Membership to relevant professional bodies such as NADP or UMHAN.
<i>Knowledge and experience</i>	<ul style="list-style-type: none"> • Working knowledge of current legislation (Equality Act 2010, Mental Health Act 2007 and Mental Capacity Act 2005) • Significant experience of working within a voluntary, community or statutory 	<ul style="list-style-type: none"> • Experience of working with students who experience a range of mental health conditions • Knowledge of the interaction between mental health, emotional state and a demanding academic
	<p style="text-align: center;">mental health setting</p> <ul style="list-style-type: none"> • Knowledge and understanding of a broad spectrum of mental health conditions • Direct experience of providing 1-1, person centred support to individuals with a mental health condition or who are experiencing a mental health difficulty • Knowledge of specialist organisations and services for individuals with mental health conditions • Sound understanding of confidentiality and data protection • Working knowledge of safeguarding (under 18), the ability to recognise a concern and act upon this 	<p style="text-align: center;">environment</p> <ul style="list-style-type: none"> • Delivery of training around mental health and/or disabilities • Knowledge of local mental health service provision • Working knowledge of a range of disabilities including specific learning difficulties, Mental Health conditions and the effects of these on access to learning • Working knowledge of further and higher education funding streams for disabled students. • Understanding of the principles of 'reasonable adjustments' in relation to learning and assessment issues

<p>Specific skills to the job</p>	<ul style="list-style-type: none"> • Specialist experience in a variety of mental health needs, the assessment of risk, and knowledge of the range of mental health services available where external referral is required • Experience with carrying out risk assessment and crisis management • Providing advice and support to individuals experiencing a mental health condition/difficulty 	<ul style="list-style-type: none"> • Experience of analysing data. • Ability to write disability or mental health policies, procedures or protocols
<p>General skills</p>	<ul style="list-style-type: none"> • Excellent written and oral communication skills with a variety of audiences • Ability to respect a high level of confidentiality at all times • Self-motivated, proactive and organised with a flexible 	<ul style="list-style-type: none"> • Good problem solving ability and analytical skills
	<p>approach to work</p> <ul style="list-style-type: none"> • Confident computer user, particularly in the use of Word and email • Ability to use own initiative • Commitment to providing an excellent customer experience 	
<p>Other</p>	<ul style="list-style-type: none"> • Good ability to reflect on work • Ability to use supervision affectively • Ability to work as a team member to achieve collective goals as well as to work independently 	
<p>Disclosure and Barring Scheme</p>	<p>This post requires an enhanced DBS check</p>	
<p>Essential Criteria 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>Desirable Criteria 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>		