

Job Description

Position:	Student Mental Health and Wellbeing Manager
School/Service:	Student Services and Experience
Reference:	SSE-052/P
Grade:	Grade 8
Hours:	Full Time
Responsible to:	Head of Student Services and Experience
Responsible for:	Student Mental Health and Wellbeing Team (Life Lounge) and Disability Team

Main Functions of the Post:

Effectively lead and manage a dynamic fast paced multi-disciplinary service including the Student Mental Health and Wellbeing Service (Life Lounge) and Disability Service.

- To provide operational and strategic leadership, expertise and direction with regard to student mental health & wellbeing and student disability support. The post holder will be supported by a Senior Wellbeing Coordinator and Disability Service Team Leader.
- Take the lead on student wellbeing strategic developments, to have operational management of the strategic objectives contained within the University of Bolton Student Mental Health and Wellbeing Strategy 2021-2026 and support the Senior Wellbeing Coordinator with the implementation of the Suicide Prevention and Response Strategy 2021-2026.
- To ensure that staff work within the appropriate professional framework and guidelines for their clinical profession e.g. BACP, BABCP, etc. and to take responsibility for the effective management, development, and performance review of staff within the services.
- Act as a Deputy Safeguarding Officer for the University of Bolton. As Deputy Safeguarding Officer the successful candidate will be required to contribute to staff development, effective management of any safeguarding referrals and contributing to safeguarding and Prevent reporting requirements.
- To work with the Deputy Student Services Manager and Director of Student Services and Experience on advancing the teams as demand grows, improving practices, minimising risk and developing new student support initiatives, whilst analysing data to influence future developments.
- Deputise for the Deputy Student Services Manager and the Director of Student Services and Experience as required at their request.

Principle Duties and Responsibilities

1. Lead on the management and development of the Student Mental Health and Wellbeing and Student Disability services.

2. To oversee the provision of high-quality information, advice and guidance to prospective students/applicants, current students and staff who may be seeking advice regarding students.
3. Set and monitor service standards and operational priorities to ensure organisational service expectations are met and, where possible, exceeded. To ensure the service continues to receive Customer Service Excellence accreditation.
4. Ensure professional and quality standards are maintained across the teams making intervention as required to address any areas of underperformance.
5. Develop record-keeping, data management systems and statistical reporting to monitor and promote service performance, in line with GDPR requirements and institutional information governance standards.
6. Identify and resolve problems with operational delivery. Responding to complaints in relation to the services managed in accordance with University policies and procedures.
7. Regularly review service delivery to identify ongoing opportunities for innovation and improvement including both physical and digital delivery – leveraging the opportunities of new technologies and the operating environment post the Covid-19 pandemic.
8. Effectively manage the Disability Premium Fund and support ESFA funding applications/reconciliations, processes and official returns/audits. Maintaining accurate records in accordance with university financial regulations.
9. Manage budgets and procurement activities associated with the Life Lounge and Disability Service, this will include liaising and negotiating with suppliers, approving purchase orders, financial reconciliations and bidding for funds both internally and externally.
10. Advise on, contribute to, and write policy, procedural documentation, reports and strategic papers related to the delivery of pastoral and wellbeing activities at the University.
11. Ensure that plans for each of the teams are aligned with the broader service plans and University strategy, including the University Access and Participation Plan (APP). Monitor and evaluate impact of service delivery and projects in accordance with the APP.
12. Provide professional advice and guidance to University staff on student related matters, to act as an authority on best practice and legal responsibilities relating to equality and diversity legislation and legal responsibilities in relation to student mental health, disability and safeguarding legislation.
13. Working with colleagues including those in Human Resources produce and deliver staff and student training on safeguarding, service provision, welfare/wellbeing policies and equality and diversity.

14. Manage the University response and plan for those students who are experiencing a mental ill-health crisis/suicide ideation, in order to safeguard students' health and wellbeing and mitigate against negative impact on other members of the University community.
15. Manage the rotas for staff ensuring that the service is adequately covered including preventing staff absence from increasing risk in relation to any urgent referral or mental ill-health crisis.
16. Manage the university's response following the death of a student including coordinating the activities of other staff outside of the service and identifying support for students affected by the loss.
17. Lead on the development of new IT packages/solutions with the support of the wider team, this will include introducing a new Clinical MIS system, operating a Trusted Process, working with external organisations who offer online support to students such as Togetherall and Umii.
18. Manage service user throughput supported by the Student Wellbeing Senior Coordinator and Disability Team Leader to ensure students are discharged appropriately and or referred to specialist or external agencies where the needs of the student cannot be met from internal support services. This will include ensuring that Counselling and CBT services are providing short term solution focused interventions unless due to complexity or risk there is a need for extended therapeutic interventions.
19. To ensure all staff within maintain accurate and timely records and case notes of interactions with students and any consequent actions taken, using University systems.
20. To ensure that staff are able to respond effectively and speedily to students experiencing an increased risk to themselves or others, consulting appropriately, offering clinical guidance and following plans where these exist, drawing on appropriate interventions from other agencies as required.
21. To represent the University in various networks and liaise/promote productive relationships with both internal and external partners/stakeholders. This will include representing the University at the Greater Manchester Universities Student Mental Health Services Operational and Clinical Working Group and the Bolton Council Suicide Prevention Steering Group.
22. To chair/facilitate/attend various meetings across the University and externally, including Student At Risk Meetings, Disability Support Panels, safeguarding meetings, Fitness to Study, Health Wellbeing and Supported Study meetings and the Student Mental Health and Wellbeing Working and Suicide Prevention and Response Groups.
23. Preserve the confidential nature of the services provided to individuals. Working to ensure services meet the needs of customers and full the University's duty of care to others.
24. Ensure a safe working environment and abide by the University health and safety policies and practise and to observe the University's Equal Opportunities policy and Dignity and Work policy at all times.

25. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
26. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Additional Information

The role-holder will be expected to:

- Work flexibly across evenings and at weekends for events such as enrolment, open days and Student Services events. Remaining flexible in the event of a crisis or emergency situation, with the potential to work evenings and weekends.
- Attend and participate in work related training and staff development activities, which may take place off campus and involve overnight stay.

Note: This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the position holder.

Please note that this is an evolving role with a requirement to travel and attend events external to the University in support of Service /University business requirements.
This appointment is subject to Disclosure and Barring Clearance.

Person Specification

Position: Student Mental Health and Wellbeing Manager		Reference: SSE-052/P	
School/Service: Student Services and Experience		Priority (1/2)	Method of Assessment
Criteria			
1	Qualifications		
1 a)	Educated to degree level in one of the following subject's psychology, counselling, mental health nursing, disability in education or equivalent level experience managing student mental health or disability support services in Higher Education.	1	Application Form / Documentation
1 b)	Postgraduate Counselling or CBT qualification with professional accreditation with the BABCP or BACP or demonstrable knowledge of the BABCP/BACP ethical frameworks.	2	Application Form / Documentation
1 c)	A Level 3 Safeguarding Adults and Children qualification or willingness to work towards the qualification within 3 months of commencing in post.	1	Application Form / Documentation
1 d)	A Level 5 Qualification in Management or a willingness to work towards	1	Application Form / Documentation
2	Skills / Knowledge		
2 a)	Strong interpersonal skills including motivation, negotiation, influencing, and relationship building.	1	Application Form / Interview / Presentation
2 b)	Experience of developing and implementing operational plans/action plans and business process.	1	Application Form / Interview
2 c)	Analytical and problem-solving capabilities in relation to managing risk and complex support cases.	1	Application Form / Interview
2 d)	Ability to analyse and interpret data to evaluate impact and contribute to future plans and operations.	1	Application Form / Interview
2 e)	Ability to understand, anticipate and act upon external factors that may influence service provision and new ways of working.	1	Application Form / Interview
2 f)	Highly competent data analysis with experience of evaluating impact and reporting on service provision to a range of stakeholders for instance members of the Senior Management Team, Executive Board, CEOs or Board of Governors/Trustees.	1	Application Form / Interview
2 g)	Highly competent in the use of IT and developing new systems to support effective service delivery.	1	Application Form / Interview
2 h)	Knowledge of Safeguarding Legislation and practices.	2	Application Form / Interview

2 i)	Demonstrable knowledge of the Equality Act, Care Act, Safeguarding Vulnerable Groups Act, Mental Health Act, and the Protection of Freedoms Bill	1	Application Form / Interview / Presentation
3	Experience		
3 a)	Credible experience of managing caseloads and throughput in an environment that supports vulnerable adults, those experiencing mental ill health, complex wellbeing challenges and other difficulties including managing risk.	1	Application Form / Interview
3 b)	Sound analytical, creative and pragmatic problem-solving skills, with experience of contributing to the development and improvement of systems and procedures	1	Application Form / Interview
3 c)	Credible post-qualification experience working with a wide range of presentations, including mental health difficulties and assessing and managing risk.	2	Application Form / Interview
3 d)	Relevant experience working in Higher Education managing services that support students. Candidates with experience of managing in other sectors i.e. Further Education or the NHS will be considered only if they can demonstrate experience of managing an information, advice and guidance disability/mental health support services working with customers of a university age.	1	Application Form / Interview
3 e)	Credible evidence of implementing service improvements and leading on/managing change.	1	Application / interview / presentation
3 f)	Experience of assessing risks either in the workplace or risks associated with an individual's mental health and or their behaviour.	1	Application Form / Interview
3 g)	Credible experience of managing staff (recruitment processes, performance reviews/appraisals, workload allocations, and staff development/training).	1	Application Form / Interview / Aptitude Test
3 h)	Credible experience of managing multi-disciplined teams who deliver services across multiple locations.	1	Application Form / Interview / Aptitude Test

4	Personal Qualities		
4 a)	Emotional resilience to work calmly under pressure, containing anxiety in self and others.	1	Interview
4 b)	Work independently without close supervision within a team environment.	1	Interview
4 c)	Commitment to continuous improvement and creative ways of working.	1	Interview
4 d)	Experience of dealing with deadlines and being able to work under pressure and with constant interruptions.	1	Interview

4 e)	Awareness and adherence to issues on confidentiality.	1	Interview
4 f)	Sensitive to individual and cultural differences with an excellent understanding and commitment to inclusive practice.	1	Interview
5	Other		
5 a)	Able to undertake staff development, which may take place outside of the University	1	Application Form / Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent, Safeguarding and Bribery Act	1	Application Form / Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity.	1	Application Form / Interview
5 d)	Available to work flexibly and remotely across sites and travel as appropriate in order to meet the needs of the services.	1	Application Form / Interview

Note:

1. **Priority 1** indicates essential criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates desirable criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required