

Job Description

Position:	Wellbeing Coordinator
School/Service:	Student Services & Experience
Reference:	SSE-005/P
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time 08.45am-5.00pm, Monday – Friday with the potential for change to include one evening per week (Some work outside these hours may be required e.g. Open Days, enrolment, attending staff development sessions)
Responsible to:	Disability Services Manager
Responsible for:	Wellbeing Advisor

Main Function of the Role:

- To manage the appointment, booking services and administrative processes for wellbeing services delivered in the Life Lounge, which includes Counselling, Cognitive Behavioural Therapy (CBT) and Mental Health Advisors, allowing these professional/specialist colleagues more time to devote to supporting students.
- To provide a first point of contact for any student accessing wellbeing/mental health services, contacting the student within two working days on receipt of a request to access services.
- To provide a triage service to establish the needs of the students who are accessing wellbeing/mental health services.
- To provide operational supervision and direction/support to the Wellbeing Advisor (Grade 4) who will undertake administrative tasks as directed by the post holder.
- To collate data and produce statistical reports in relation to service provision, service satisfaction and development of new services.
- To coordinate events and activities to enhance the wellbeing of students.
- To maintain various social media channels alongside updating content for the web including the mental health and wellbeing online resource repository.

Principal Duties and Responsibilities:

1. Utilising information provided on registration forms and through contacting each the post holder will be required to establish which of the following or combination of the following are best to support the individual: Counselling services, CBT, Mental Health Advisors and external agencies. The post holder will use clinical and non-clinical tools to conduct the triage appointments and will have to be mindful of safeguarding and risk when undertaking such assessments. Once the appropriate services for supporting a student are established the post holder will instruct the Wellbeing Advisor on the needs of the student so relevant and timely appointments are offered.

2. To monitor, review and develop new systems and procedures if appropriate for students wishing to engage with wellbeing/mental health services including but not limited to systems for monitoring levels of engagement and statistical data regarding the wellbeing services provided at the University.
3. Signposting of internal/external services, events, activities or resources following completion of triage activities and to maintain accurate records of services to which a customer has been signposted.
4. Produce monthly reports for Student Services Managers and other Senior Colleagues identifying the demand for each wellbeing service, the number of appointments delivered, DNAs and other relevant data which will be also used for official returns.
5. To maintain contact with students after the triage process is completed until their first appointment is available with professional staff and to contact students who have been discharged by professional colleagues to obtain feedback and check that the needs of the customer have been met.
6. To contact those hard to reach students who have registered to access services but are not engaging with the support available/offered to them. To maintain accurate records of the attempted contact and to flag concerns with senior colleagues or externals where appropriate and in the event that you are unable to establish/make contact with a student whom support has been offered to.
7. Obtain feedback from all service users and service providers and to produce reports on the impact the service is having in relation to student wellbeing. To assess data you have collected and from other sources to make recommendations for service improvements.
8. To review/develop and maintain systems that record accurate data that may be required at short notice in relation to wellbeing/mental health services.
9. To assist professional colleagues in the preparation of written materials including communications to GPs, NHS Services etc. as required allowing professional colleagues to devote more time to supporting students.
10. To act as a Senior Designated Safeguarding Champion for Student Services and to provide Safeguarding advice to all customers including staff. To have a sound understanding of Safeguarding principles and know when it is appropriate to implement safeguarding procedures including reporting concerns for welfare/liasing with Social Services.
11. Deal competently, sensitively and in a professional manner when interacting with students who can be distressed and or demanding, observing confidentiality in line with Data Protection and GDPR.
12. To provide students and staff with information regarding sources of pastoral support.
13. Analyse, take ownership of and resolve the problems presented by customers and only when necessary refer them to third parties either within, or external to the University.
14. Operate the University's student record system (SITs) to maintain and review information on students.
15. Handle a high volume of emails, post, telephone and personal enquiries responding directly to routine matters and referring specific enquiries to appropriate members of

staff obtaining information from other departments if necessary. The ability to multi-task is essential to the post holder.

16. The role-holder will participate in the preparation and production of standard operating procedures, policies and guidance for both students and staff in relation to wellbeing services.
17. Produce written materials, publications and leaflets relating both to the advice and information needs of the service users, this will include writing reports for senior colleagues and external agencies such as the Office for Students (OfS).
18. Working with professional/specialist support staff to develop and deliver a programme of events and activities to support both applicants to the university and students in relation to wellbeing and mental health.
19. Working with a Wellbeing Advisor to provide a first point of contact for students who are experiencing poor mental health, staff who have concerns for a student's wellbeing or other external organisations who may be working in partnership with the University in relation to student wellbeing initiatives.
20. To supervise the work of a Wellbeing Advisor who will be based on the Reception of the Life Lounge and who will also manage the calendars and appointments available with professional/specialist colleagues.
21. Support for internal and external stakeholders using the Life Lounge facilities.
22. Assess customer satisfaction and make recommendations for service improvements. Work with a team of staff to ensure compliance with the Customer Service Excellence Award.
23. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
24. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times
25. To work flexible as part of the Student Services team, working across other teams and supporting other departments such as Reception, Student Centre, Queens Building, working evenings and weekends when required to assist with open days and enrolment periods.
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 and support other services at peak times in Student Services, as directed by the Disability Manager/Deputy Student Services Manager.
- Attend and participate in work related training and staff development activities, which may take place off campus

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 Faculty/University business requirements.

This appointment is subject to Disclosure and Barring Clearance.

Person Specification

Position: Wellbeing Coordinator		Reference: SSE-005/P	
School/Service: Student Services & Experience		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Educated to Degree Level in Social Care, Nursing, Psychology or with equivalent professional qualification/credible experience of working in Student Support, Social Services or Mental Health Services/Charities	1	Application Form/Documentation
1 b)	Educated to GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education	1	Application Form/Documentation
1c)	ECDL qualification or willing to work towards completing the qualification	2	Application Form/Documentation
1 d)	Mental Health First Aid qualification or the willingness to achieve this within the first 12 months of employment	1	Application Form/Documentation
2	Skills / Knowledge		
2 a)	Ability to work as part of a multi-disciplinary team, demonstrating appropriate communication and advanced interpersonal skills, verbally and electronically with the ability to deal calmly with students who may be difficult, distressed and/or demanding	1	Application Form/Interview
2 b)	Excellent time management and credible caseload management skills and experience of prioritising competing demands with minimum supervision	1	Application Form/Interview
2 c)	Excellent verbal and written communication skills e.g. the ability to communicate effectively and explain standard service procedures concisely to students, staff at all levels and external colleagues	1	Application Form/Interview/Presentation
2 d)	Demonstrable experience in managing, leading, developing and motivating staff/volunteers, including the creation of personal and group training plans	1	Application Form/Interview
2 e)	Highly competent in the use of IT e.g. proficient in the use of Microsoft Office, Word, Excel, Access, Teams, Video Conferencing Platforms, PowerPoint, email and Outlook Calendars etc. with experience of creating new systems for monitoring and data collection	1	Application Form/Interview/Presentation
2 f)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
2 g)	An ability to identify risks/vulnerabilities and sound knowledge of Safeguarding Legislation and practices	1	Application Form/Interview/Presentation
3	Experience		
3 a)	Credible experience of providing support, advice and guidance to students/clients experiencing mental health difficulties, to include clients with complex needs, high risk/crisis management	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 experience of documenting standard operating procedures and policy writing	1	Application Form/Interview
3 d)	Experience of working in a customer focused environment and delivering exceptional customer service, demonstrating sound liaison skills with both internal and third parties	1	Application Form/Interview
3 e)	Experience of organising or assisting with the organisation of events and activities	2	Application Form/Interview
3 f)	Relevant administrative and information, advice and guidance experience working in Higher Education/Further Education, Schools with post 15, Social Services, NHS or a charitable organisation which provides information advice and guidance in relation to either health or mental health	1	Application Form/Interview
3 g)	Credible experience of managing projects from conception through to implementation, evaluation and analysis.	1	Application Form/Interview
3 h)	Experience of assessing risks either in the workplace or risks associated with an individual, their behaviour and or disability	1	Application Form/Interview/Presentation
3 i)	Experience of supervising staff	1	Application Form/Interview
4	Personal Qualities		
4 a)	Emotional resilience to work calmly under pressure, containing anxiety in self and others. Must have the ability to recognise own limitations, be self-aware and seek additional support where necessary	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 e)	Experience of dealing with competing deadlines and being able to work under pressure and with constant interruptions	1	Interview
4 f)	Awareness and adherence to issues on confidentiality	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, GDPR, Safeguarding, Health and Safety, Freedom of Information Act, Prevent and Bribery Act and UKVI	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 across sites and travel as appropriate in order to meet the needs of the services.	1	Application Form/Interview
5 e)	Willing to work flexibly in order to meet the needs of the service	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