

## **Mental Health and Wellbeing Advisor – Student Services – Grade G**

---

### **Job Description**

#### **Purpose**

The post holder will work with colleagues from across Student Services and the wider University to provide specialist mental health and wellbeing support and resources for students, maximising their student experience.

The post holder will be required to work across the full spectrum of mental health and wellbeing difficulties; ensuring students are offered appropriate treatment, support and adjustments to enable them to successfully complete their studies. Consulting with and supporting students, preparing and delivering staff training, developing and sharing resources, and continuously working towards quality improvement, will be central to the role.

We strongly encourage applications from people with lived experience of the issues and challenges faced by people from different communities. We particularly encourage applications from male candidates, as well as individuals who come from Black, Asian and minority ethnic communities, as we are currently under-represented in this area, although all appointments will be made on merit.

#### **Duties**

##### **Main Duties and Responsibilities**

1. As part of a duty function, conduct triage appointments for students presenting to the service (directly or indirectly), assessing student need and risk, and facilitating access to the most appropriate source of support.
2. Undertake Mental Health and Wellbeing Assessments following service protocols, formulating comprehensive and inclusive support plans, and sharing as appropriate.
3. Provide face to face, telephone, online and drop-in support for students in need of mental health and wellbeing support, acting as a liaison point for colleagues who need information, advice and guidance.
4. Manage a caseload of complex/high risk students, regularly monitoring progress and engagement, escalating concerns in line with service procedures and liaising as appropriate with other services. Contribute effectively to Case Discussions and implement any agreed actions in a timely manner.
5. To develop and deliver appropriate training and support for staff and students, both in formal training sessions and in a support environment.
6. Build strong links with internal teams/colleagues (including but not limited to Mental Health Advisors, Wellbeing Advisors, Counsellors, Inclusive Support, Student Support, Student Casework, academic colleagues and the Students' Union), to assess, agree and provide the best course of action for each case, proactively monitoring progress and evaluating service provision.

7. Maintain accurate contemporaneous records regarding practitioner activity on all service users in accordance with University policies and guidance from professional bodies, including practitioner assessment with clear identification of problems and plan of care.
8. Through the Support to Study procedure, support students to recognise the importance good mental health and wellbeing in relation to their academic progress and university experience and support students to make informed decisions about future engagement.
9. Be responsible for providing an informed, professional opinion, taking part in Support to Study, SEAM, Fitness to Practice, and other University procedures, as appropriate.
10. Support the Student Wellbeing Services in liaising with external services. Working with colleagues in the NHS/Police/Local Authority to provide appropriate provision. When appropriate, sharing issues of concern with GPs and statutory services involved in a student's treatment.
11. Participate in the University's and professional bodies Continuing Personal Development opportunities to ensure increased knowledge base, self-awareness and enhanced clinical skills.
12. The post holder is expected to demonstrate flexibility and commitment to the University and Student Services mission statements, policies, and development plans.
13. Work flexibly to meet the needs of the service, staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business, e.g., supporting security staff with emergency evening cases.
14. Such other duties as may reasonably be associated with the grade and a role of this nature.

## Person Specification

### **Knowledge, Skills, and Behaviours (Essential)**

- Substantial and recent post qualification experience working with individuals experiencing mental health difficulties, including assessment of individuals with complex needs, risk assessment and high risk/crisis management (Application/Interview)
- Substantial and recent post qualification experience working with individuals experiencing wellbeing/welfare difficulties, including assessment of individuals with complex needs, risk assessment and high risk/crisis management (Application/Interview)
- Demonstrable experience of assessing the mental health needs of individuals from diverse backgrounds (Application/Interview)
- Recent experience of working in a busy, fast paced environment, where the nature of the work can be rapid and unpredictable (Application/Interview)

- Demonstrable experience of developing effective working relationships with internal and external stakeholders (Application/Interview)
- Evidence of continuous professional development / clinical supervision to at least professional body minimum requirements (Application/Interview)
- Ability to work as part of a multi-disciplinary team, to demonstrate appropriate communication and advanced interpersonal skills, including communication of assessment outcome verbally and using IT skills (Application/Interview)
- Excellent time management and caseload management skills and experience of prioritising competing demands with minimum support. (Application/Interview)
- Knowledge of current mental health legislation, policy and best practice and Sexual Violence, Domestic Violence, Care Leaver, Estrangement, Carer & Safeguarding policies and best practice and experience of applying legislation to policy, procedure and report writing within a job role (Application/Interview)
- Ability to establish relationships with people from both clinical and non-clinical backgrounds and communicate effectively (Application/Interview)
- Emotional resilience to work calmly under pressure, containing anxiety in self and others. Must have the ability to recognise own limitations and seek additional support where necessary (Application/Interview)
- Demonstrate a good understanding of clients from a wide range of demographic groups (Application/Interview)
- Flexibility in the provision of occasional out of hours work to support students in crisis (Application/Interview)
- Understanding of data protection and confidentiality regulations (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience working in Higher Education (Application)
- Recent experience of delivering engaging and informative mental health related events, activities, and campaigns (Application/Interview)
- Relevant professional qualification in the field of mental health, for example:
  - RMHN Nursing Degree or equivalent
  - Mental Health Social Work
  - High intensity Therapist/Psychological Wellbeing qualification from a BPS accredited programme of study
  - Clinical Psychology doctorate
- Membership of an appropriate professional body, such as NMC, RCN, HCPC, BACP or UKCP, where applicable. (Application)

- Recognised qualification from a specialist provider in the provision of advice and guidance in Sexual and/or Domestic violence, for example:
  - Independent Sexual Violence Advocate (ISVA)
  - Independent Sexual Violence Advocate IDVA
  - Social Work qualification (Child/Adult/Mental Health/Learning Disability)
  - Women's Aid
  - Sexual Violence Liaison Officer (SVLO) - Lime Culture
  - Safeguarding Level 3 (Application)
- Counselling qualification (Application)