

Student Wellbeing Adviser

Job Description

The Role

Job title:	Student Wellbeing Adviser
Department:	Student Services – Academic Services
Responsible to:	Head of Student Services
Location:	Royal Agricultural university
Salary:	Grade 5: £25,742 - £29,605 pro-rata (pay award pending)
Term:	Permanent, part time (0.8 FTE – 28 hours per week)
Relationships with:	Students, staff and external stakeholders

Purpose

The Student Services Team provide a broad range of student support positively contributing to the health, wellbeing, personal journey and experience of students at the Royal Agricultural University. Other functions in the department include disability support, financial advice, mental health care, and counselling.

Student Services is comprised of expert mental health, and disability support staff, providing a safe, confidential and non-judgmental space in which our students can discuss and seek support for any issues that may be affecting their ability to study.

Job purpose:

- To act as a mental health adviser for the Student Services team, triaging and responding to urgent student need and conducting initial assessments of students with a range of emotional difficulties including signposting students to voluntary and statutory services; working collaboratively with a range of internal and external stakeholders, and ensuring that the university's mental health and wellbeing support services are widely promoted, accessible, efficient and of high quality. The post holder will also work with the team on monitoring students identified as high risk.
- To work with students in emotional distress, offering a supportive listening ear and signposting complex cases to the Mental Health Coordinator or Head of Student Services. The role holder will also assist the student in liaising with other services as necessary.
- As part of the Student Services Team, the post holder will deliver mental health and wellbeing information, advice and guidance to individuals and groups, as well as contributing to preventative work undertaken by the team, such as delivering mental health and wellbeing support to students and proactive group sessions.

- To undertake this role effectively the role holder must have significant experience of managing caseloads, as well as experience of working to standard mental health and wellbeing assessments, policies and procedures.
- The post holder will be expected to work autonomously, under the overall direction of the Head of Student Services, ensuring their activities are closely aligned with other university strategies, are evidence based, drawing on university and national data, responding to student needs as measured by regular student feedback and further informed by close working with the RAU's Student Union.

Key Responsibilities

1. To offer individual support for students presenting with mental health difficulties: assessing mental health and learning needs, offering self-help strategies and information, referring to appropriate agencies, assisting the student in liaising with other staff as necessary.
2. Deliver welfare support to students, mediate disputes and respond to any disruptive conduct following agreed procedures and protocols. Provide individual support for students who have complex needs and participate in interdisciplinary and/or multi agency case review meetings as required.
3. Ensure that accurate, confidential records are kept of all incidents and support sessions and issues are followed-up and resolved.
4. To manage a case load of high-risk students and to undertake weekly, monthly or termly monitoring of students who are deemed to be high risk.
5. To work with colleagues across the Institute to develop good practice in supporting students with mental health needs.
6. Keep a watching brief on external events (e.g., national events devoted to promoting health-related issues among students, relevant research reports, government or NHS advice) and work with others in the team to ensure appropriate responses or activities within the University.
7. Work closely with colleagues within Student Services to ensure risk is managed and students are aware of all support that's available within the university and externally.
8. To provide support and guidance to staff who are working with students with mental health difficulties.
9. Liaise closely with the Students' Union to ensure coordination and cooperation between university professional services and the Union.
10. Work flexibly, including contributing to work projects of a general nature and providing cover for other staff.
11. Carry out all duties at all times in line with Data Protection/confidentiality, Equal Opportunities, Health and Safety and other policies as agreed and revised from time to time.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Undergraduate degree or equivalent	D	A
Professional training or qualifications in areas of student support and wellbeing	E	A

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Knowledge, Experience and Skills:		
Experience of providing support to students, in a professional service, Students' Union or academic department, preferably in a higher education institution	E	A,B
Experience of working with young adults from diverse backgrounds with complex and varied mental health needs	E	AB
Demonstrate skills of risk assessment and understanding of how to mitigate identified risks.	D	A,B
Ability to deal with challenging situations of a sensitive nature.	E	A,B
Ability to deal appropriately with confidential information and adhere to GDPR requirements	E	A,B
Experience of delivering coaching or training	D	A,B
Excellent verbal and written communication skills when dealing with a range of people with superb persuading and negotiating skills	E	A,B
Ability to develop information and promotional materials on a range of wellbeing issues	D	A,B
Excellent organisational skills with IT skills, particularly in the use of Microsoft Office packages and email	E	A,B
Ability to work autonomously	E	A,B
Ability to work co-operatively across all levels of the University and with external organisations.	E	A,B
Ability to work effectively as part of a team and contribute to service development	E	A,B
Good crisis management skills	D	A,B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information.

- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Informal enquiries can be made to Karen Hocking, Head of Student Services:
Karen.Hocking@rau.ac.uk
- **Closing date:** 07 August 2024 with **Interviews on:** 16 August 2024
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.