

## Job Description

<b>Position:</b>	Mental Health Advisor
<b>School/Service:</b>	Student Services and Experience
<b>Reference:</b>	SSE-030/P
<b>Grade:</b>	Grade 6
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-time – 36.25 hours per week 08:45am-5:00pm, Monday - Friday (Some work outside these hours may be required e.g. Open Days, Welcome and Induction events, attending staff development sessions or in the event of a crisis). Potential for the successful candidate to work until 6pm as the service reviews the demand for an evening provision.
<b>Reporting to:</b>	Student Mental Health and Wellbeing Manager

### **Main Function of the Position:**

To manage a caseload of students, where the nature of work can be complex, rapid and unpredictable, utilising time limited evidenced based interventions for a wide range of mental health difficulties. The role will involve working with complex cases, including students who may self-harm, have suicidal ideation or may have attempted suicide.

To work as part of a team in Student Services to deliver effective student support services.

Liaise with academic schools and relevant student facing services in developing strategies to promote a positive student experience and improved attainment and progression for students with mental health difficulties.

Provide information, advice and guidance to students throughout the student journey from pre-application to post-graduation. Supporting those students who are eligible in securing Disabled Students Allowance (DSA) and linking with the Disability Service to ensure students engage with their recommended support.

Build strong links with NHS and other external organisations, playing a key role in co-ordinating a network of support services. When appropriate, sharing issues of concern with GPs and statutory services.

### **Principal Duties and Responsibilities:**

1. Provide support to individual students by providing specialist guidance in relation to mental health and wellbeing.
2. Keep accurate, timely and confidential records in accordance with current practice within Student Services.
3. The role will be one of several Senior Designated Safeguarding Champions (SDSC) and as such will respond to safeguarding referrals, take ownership of cases and

liaise and refer to appropriate external organisations in accordance with University policy and procedures.

4. Maintain positive professional relationships with key University staff and external service providers, including GPs and other NHS practitioners, to ensure a partnership approach to reducing barriers to successful academic progression for individual students.
5. Offer a standardised, comprehensive and robust mental health assessment to all students referred to the service, providing a triage facility to determine the most appropriate intervention, including whether an urgent response is required and where further support would be best offered.
6. To manage the risks to self and others, when there may be no other mental health professional support available.
7. To work collaboratively with service colleagues (including but not limited to counselling, disability, student finance team) and academic colleagues, to assess, agree and provide the best course of action for each case and proactively monitor progress. This could include recommending to academic colleagues the implementation of the Health, Wellbeing and Supported Study Policy or Fitness to Practice Policy and then attending any appropriate meeting or hearing relevant to the student.
8. Keep abreast of developments and legislation both internally and externally to enable accurate and relevant advice and guidance is given to colleagues. Keep up to date with best practice in relation to students with mental health conditions in line with Student Services strategic plan and current legislation.
9. Attend local and regional meetings, hold professional memberships such as the University Mental Health Advisers Network (UMHAN) and take an active part in relevant jiscmail groups.
10. Liaise with colleagues on practical arrangements for individual students in support of their studies via circulation of written guidance, notification of individual requirements and one-to-one meetings.
11. Deal effectively and timely with a variety of telephone and written enquiries from prospective students, their representatives, members of staff and students of the University.
12. Develop and deliver mental health and wellbeing training to colleagues across the University and to assist with the delivery of disability awareness training sessions.
13. Actively contribute to moving the service forward, by attending staff meetings, taking part in case reviews and discussions, and taking an active role in team development and establishing new initiatives. This will include taking ownership of projects related to student mental health and wellbeing.
14. To advise students on how their mental health difficulties may affect their learning, signpost to other appropriate internal and external services. e.g. local mental health services.
15. Contributing to the production of self-help materials, information sheets, and online resources for students, updating the information for the Life Lounge and Disability

Services webpages, contributing to relevant social media campaigns. Focusing on early intervention techniques and self-help strategies.

16. Assist in the preparation of reports and statistics for the Student Mental Health and Wellbeing Manager and analyse and interpret data collected relevant to the service and Customer Satisfaction.
17. 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 service.
18. To work flexibly as part of the wider Student Services team, working across other teams, working evenings and weekends when required to assist with open days and welcome and induction events.
19. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
20. 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.
21. 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.
22. 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.

**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 position 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 post holder.

**Please note that this appointment may be subject to Disclosure and Barring Clearance.**

## Person Specification

<b>Position:</b> Mental Health Advisor		<b>Reference:</b> SSE-030/P	
<b>School/Service:</b> Student Services & Experience		<b>Priority (1/2)</b>	<b>Method of Assessment</b>
<b>Criteria</b>			
<b>1</b>	<b>Qualifications</b>		
1 a)	ECDL qualification or willing to work towards completing the qualification	Priority 1	Application Form/ Documentation
1 b)	Educated to degree level (or equivalent) with a relevant professional qualification in the field of mental health, for example: <ul style="list-style-type: none"> <li>• RMHN nursing degree or equivalent</li> <li>• Diploma Mental Health Social Work</li> </ul>	Priority 1	Application Form/ Documentation
1 c)	Mental Health First Aid qualification or a willingness to complete within 12 months	Priority 1	Application Form/ Documentation
1 d)	Relevant Health and Safety qualification and/or experience/awareness of Health and Safety statutory and corporate requirements	Priority 2	Application Form/ Documentation
1 e)	Approved in their field e.g. valid NMC PIN Number or GSCC approved.	Priority 2	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Ability to work as part of a multi-disciplinary team, demonstrating appropriate communication and advanced interpersonal skills both verbally and electronically.	Priority 1	Application Form/Interview
2 b)	Excellent time management and caseload management skills and experience of prioritising competing demands with minimum support	Priority 1	Application Form/Interview
2 c)	The Ability to deal calmly with students who may be difficult, distressed and/or demanding including high risk students who are experiencing suicidal ideation or who have attempted suicide	Priority 1	Application Form/Interview
2 d)	Knowledge of current mental health legislation/policy/best practice and experience of applying this knowledge to their job role	Priority 1	Application Form/Interview Presentation
2 e)	A working knowledge of statutory and non-statutory services in the local area to establish good working partnerships	Priority 1	Application Form/Interview Presentation
2 f)	Present information clearly, accurately and concisely to students and staff verbally and in writing. Maintaining accurate and relevant records of student interactions.	Priority 1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Credible post qualification experience working with individuals experiencing mental health difficulties including assessment of clients with complex needs, risk assessment and high risk/crisis management. Including supporting and managing cases where suicidal ideations are present.	Priority 1	Application Form/Interview
3 b)	Proven track record of maintaining a helpful and cooperative manner when dealing with difficult situations and working under pressure	Priority 1	Application Form/Interview

3 c)	Experience of working within a HE setting or with other student facing services	Priority 2	Application Form/Interview
3 d)	Experience and understanding of Safeguarding Legislation and practices and PREVENT.	Priority 1	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 c)	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	Priority 1	Interview
4 d)	Work independently without close supervision within a team environment	Priority 1	Interview
4 e)	Ability to work on multiple tasks concurrently	Priority 1	Interview
4 f)	The ability to communicate effectively with a wide variety of students, university and external staff at all levels.	Priority 1	Interview
4 g)	Strong interpersonal skills with a confident and dynamic approach to manage high levels of client and staff distress	Priority 1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and travel as appropriate in order to meet the needs of the services	Priority 1	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