

## **Job Description**

<b>Position:</b>	Wellbeing Support Coordinator
<b>School/Service:</b>	Student Services & Experience (predominantly based at University of Bolton, University Medical School)
<b>Reference:</b>	SSE-072/P
<b>Grade:</b>	Grade 5 (Subject to HERA)
<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)
<b>Reporting to:</b>	Senior Wellbeing Coordinator
<b>Responsible to:</b>	Student Mental Health and Wellbeing Manager

### **Main Function of the position:**

- To provide a professional first point of contact for enquiries from prospective and current medical students relating to all pastoral support and MB ChB Programme matters, providing information and advice in a timely manner to students in a variety of ways to meet their needs.
- To be proactive in supporting both home and international medical students who may have multifaceted and complex pastoral needs and challenges with a focus on improving and supporting student mental health and wellbeing. This will include, but is not limited to the provision of disability support, mental health and wellbeing support, financial support, international student advice and guidance, working closely with the Life Lounge, Disability Service and International Student Support Team.
- Working closely with colleagues in Student Services and the wider University to assist with:
  - Triaging referrals for students accessing the Life Lounge Student Mental Health and Wellbeing Service, breaking down barriers and addressing stigma associated with mental health;
  - supporting disabled students with regards sources of funding, assessments and reasonable adjustments;
  - international students and matters concerning visas and immigration referring to the compliance team or other specialists as required;
  - advising on sources of financial support and distributing University financial support as appropriate.
- Regularly communicate relevant information to students, staff and external providers.

- To accurately record and document all interactions with stakeholders whilst identifying opportunities for more effective working practices within Student Services.
- To provide a customer focussed and professional advisory service to both internal and external service users.

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

1. Work within service standards and University procedures to provide information, advice and guidance to students and prospective students on disability related topics including applying for Disabled Students' Allowance (DSA) or other financial assistance and support arrangements via appointments, emails, - telephone and video call
2. To support a caseload of students with disabilities including those with mental health related disabilities/illnesses with regards to reasonable adjustments, working with colleagues to ensure no student is disadvantaged in accordance with the Equality Act (2010).
3. Undertake triage processes to determine the most appropriate support options for students who present with mental health and wellbeing needs, considering onward referral to Life Lounge counselling, CBT and/or mental health advisor services, alongside consideration of referral and/or signposting to external agencies where appropriate. Using both clinical and non-clinical tools, the post holder will conduct triage assessments, ensuring that safeguarding and risk are carefully considered throughout the process.
4. Where appropriate, maintain contact with students following the triage process until engagement with professional services commences, offering interim wellbeing support where need indicated.
5. Provide basic financial advice, information and guidance to applicants and students through one-to-one appointments, group sessions, email, online chat and by telephone and refer to specialist when appropriate.
6. 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 prioritise and multi-task is essential to the post holder.
7. To develop and deploy specialist skills and knowledge of disability/mental health advisory work when attending staff meetings, taking part in case load discussions, and taking an active role in team development e.g., leading a case review meeting with relevant staff.
8. To act as a Senior Designated Safeguarding Champion (SDSC) for Student Services and to provide Safeguarding advice to all stakeholders including staff within the University Medical School. 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.
9. Analyse, take ownership of and resolve the problems presented by stakeholders and as necessary referring them to third parties either within, or external to the University.

10. Undertake a full range of clerical and administrative duties to support Student Services, which includes report writing, minute taking, preparation of materials for meetings, the maintenance of webpages and the production of promotional materials, and guidance.
11. To operate the University's Student Record system to maintain and review information. To review the use of the Student Record system and its scope for future developments.
12. To produce relevant supporting documentation for students where need indicated, for example, routine student letters, supporting information for mitigating circumstances applications and letters to GP's and/or relevant external agencies.
13. To, prepare and produce standard reports and statistics as required; inputting, extracting, and manipulating data from spreadsheets, databases, and the Student Record system at the direction of the Student Services and Experience Management Team.
14. 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.
15. Collaborate with colleagues to enhance service delivery and ensure students receive clear guidance on how to access support services. Clear understanding of professional boundaries and limitations, knowing when to undertake onward referral where appropriate, to services that support the academic, pastoral, social, and mental wellbeing needs of students.
16. Drafting and sharing reports on student engagement and feedback data with the department and wider University structure.
17. Help coordinate the administration and delivery of Welcome and Induction activities for students at the University Medical School, utilising programme inductions to raise awareness of the support accessible to students.
18. Understand professional boundaries and know when it is appropriate to refer a student to a colleague within or outside of the department or university. To be fully conversant with internal referral processes and where appropriate and with consent to make a referral on behalf of a student.
19. Identify trends in service demand from all stakeholder contacts and to highlight/share this information with the appropriate team and/or line manager.
20. Participate in University events and activities including but not limited to: enrolment, open days, graduation, induction and other Student Services and Experience events as required.
21. Ensure a safe working environment and abide by the University Health and Safety policies and to observe the University's Equal Opportunities Policy.
22. Plan, manage, and support the delivery of strategic projects and initiatives through to successful completion.

23. To work flexibly as part of the Student Services team, working across and with other teams based at the main Deane Road campus, this may include supporting students of other schools or faculties who are accessing Student Support Services.
24. Attend and participate in work related training and attend staff development activities, which may take place off campus and include an overnight stay.
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.

**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> Wellbeing Support Coordinator		<b>Reference:</b> SSE-072/P	
<b>School/Service:</b> Student Services and Experience		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1 Qualifications</b>			
1 a)	Educated to Degree Level in Social Care, Mental Health Nursing or Psychology with equivalent professional qualification/credible experience of working in Student Support, Social Services or Mental Health Services	Priority 1	Application Form/Documentation
1 b)	Educated to GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education	Priority 1	Application Form/Documentation
1 c)	Mental Health First Aid qualification or the willingness to achieve this within the first 12 months of employment	Priority 1	Application Form/Documentation
<b>2 Skills / Knowledge</b>			
2a)	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	Priority 1	Application Form/Interview
2 b)	Excellent time management and credible caseload management skills and experience of prioritising competing demands with minimum supervision	Priority 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	Priority 1	Application Form/Interview/Presentation
2 d)	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	Priority 1	Application Form/Interview/Presentation
2 e)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	Priority 1	Application Form/Interview
2 f)	An ability to identify risks/vulnerabilities and sound knowledge of Safeguarding Legislation and practices	Priority 1	Application Form/Interview/Presentation
2 g)	Up to date working knowledge of disability legislation and its application within HE (Equality Act 2010) and the impact of non-compliance	Priority 1	Application Form/Interview
2 h)	An understanding of the professional requirements of the MB ChB programme, including knowledge of regulatory bodies such as the General Medical Council and Health Education England.	Priority 2	Application Form/Interview
2 i)	An understanding of the student journey within the MB ChB programme and ability to provide relevant support during transition points.	Priority 2	Application Form/Interview

2 j) Knowledge of the UK Foundation Programme and the processes involved in supporting medical graduates entering training programmes.	Priority 2	Application Form/Interview
<b>3 Experience</b>		
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	Priority 1	Application Form/Interview
3 b) Proven experience in conducting mental health triage assessments to determine appropriate referral pathways, including the ability to assess when counselling, cognitive behavioural therapy (CBT), or alternative mental health or wellbeing interventions are most suitable.	Priority 1	Application Form/Interview
3 c) Proven track record of implementing high quality disability advice with specific requirements in a HE/FE environment.	Priority 1	Application Form/Interview
3 d) Previous experience working within a Medical School or other medical professional environment.	Priority 2	Application Form/Interview
3 e) Sound analytical, creative and pragmatic problem-solving skills, with experience of contributing to the development and improvement of systems and procedures	Priority 1	Application Form/Interview
3 f) Credible experience of documenting standard operating procedures and policy writing	Priority 1	Application Form/Interview
3 g) Experience of working in a customer focussed environment and delivering exceptional customer service, demonstrating sound liaison skills with both internal and third parties	Priority 1	Application Form/Interview
3 h) Relevant administrative and information, advice and guidance experience working in Higher Education	Priority 1	Application Form/Interview
3 i) Credible experience of managing projects from conception through to implementation, evaluation and analysis.	Priority 1	Application Form/Interview
3 j) Experience of assessing risks either in the workplace or risks associated with an individual, their behaviour and/or disability	Priority 1	Application Form/ Interview /Presentation
<b>4 Personal Qualities</b>		
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. The post holder will be working with complex mental health presentations and students who maybe experiencing a mental health crisis	Priority 1	Interview
4 b) Work independently without close supervision within a team environment	Priority 1	Interview

4 c)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 e)	Experience of dealing with competing deadlines and being able to work under pressure and with constant interruptions	Priority 1	Interview
4 f)	Awareness and adherence to issues on confidentiality	Priority 1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Able to undertake staff development, which may take place outside of the University	Priority 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	Priority 1	Application Form/Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 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	Priority 1	Application Form/Interview
5 e)	Willing to work flexibly in order to meet the needs of the service	Priority 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.