

Job Description

Position:	Wellbeing Coordinator
School/Service:	Student Services and Experience
Reference:	SSE-026/P
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time 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)
Reporting to:	Senior Wellbeing Coordinator
Responsible for:	Wellbeing Advisor

Main Function of the Role:

- Conduct timely and sensitive triage assessments to determine the nature and urgency of student mental health and wellbeing concerns, allocating students to the most appropriate pathway of support based on current need.
- Design, coordinate, and deliver evidence-based wellbeing workshops for students, addressing a range of common presenting issues such as anxiety, depression and low self-esteem.
- Provide day-to-day support, guidance, and task supervision for the Wellbeing Advisor (Grade 4), overseeing administrative and operational tasks as directed by the post holder.
- Working with the Wellbeing Advisor; collect, analyse, and maintain accurate records of referral data, triage outcomes, and service usage trends. Produce regular statistical reports to inform service delivery, monitor student engagement, and support ongoing evaluation of service effectiveness and student satisfaction.
- Coordinate and deliver a calendar of wellbeing activities, workshops, and campaigns to support student mental health and promote positive wellbeing across the university.
- Manage and update the Life Lounge's online wellbeing resources, ensuring content is current, accessible, and student-centred. Maintain and develop the service's social media presence to enhance student engagement and awareness.
- Act as a Senior Designated Safeguarding Champion, contributing to the University's core safeguarding team and supporting the effective implementation of safeguarding policies and procedures. Alongside fulfilling the role of Dignity at Study Champion, providing initial support and guidance to students who disclose experiences of bullying, harassment, discrimination, victimisation, and/or sexual misconduct.

Principal Duties and Responsibilities:

1. The post holder will be responsible for the daily screening of Life Lounge referrals and conducting follow-up contact, where necessary, to determine the most appropriate support pathway. This may include referral to Counselling Services, Cognitive

Behavioural Therapy (CBT), Mental Health Advisors, the Wellbeing Team, or external agencies, or a combination thereof.

2. The post holder will assess individual needs, taking into account safeguarding considerations and any potential risk factors. Following assessment, the post holder will provide clear direction to the Wellbeing Advisor to ensure that suitable and timely appointments are scheduled based on the needs of each student.
3. Utilise routine outcome measures at the point of triage, including GAD-7 and PHQ-9 to inform onward referral to appropriate internal and external care pathways, and contribute to routine outcome monitoring, including effectiveness of service delivery.
4. To hold a small caseload of students presenting with low to moderate mental health and wellbeing needs, providing tailored support through guided self-help resources and offering follow-up reviews where appropriate to monitor progress and ensure continued support.
5. Deal competently, sensitively and in a professional manner when interacting with students who can be distressed and/or demanding, maintaining integrity and observing confidentiality in line with Data Protection and GDPR.
6. Maintain accurate, confidential, and up-to-date records of student interactions, triage assessments, referrals, and support plans, in accordance with data protection legislation and University policies, ensuring clear documentation to support continuity of care.
7. Manage and update student information accurately within the University's student record system (SITS), ensuring records are regularly reviewed and maintained.
8. Manage a high volume of email, telephone, and in-person enquiries, responding directly to routine requests and directing more complex matters to the appropriate staff. This role requires effective multitasking and liaising with other departments where appropriate.
9. Monitor and evaluate student satisfaction, identifying areas for enhancement and making recommendations for continuous improvement within the service. Collaborate with colleagues to ensure ongoing compliance with the Customer Service Excellence Award standards.
10. To monitor and review existing systems and processes related to student engagement with the student mental health and wellbeing service developing new procedures where appropriate. This includes implementing effective methods for tracking student engagement, analysing service usage, and compiling statistical data to inform the ongoing development and improvement of wellbeing provision at the University.
11. Working with the Wellbeing Advisor; produce weekly/monthly reports for Student Services Managers and other Senior Colleagues in relation to referral data, waiting times and demand across the service provision.
12. Contribute to the development and review of standard operating procedures, policies, and guidance documents related to wellbeing services, ensuring they are accessible and relevant to both students and staff.
13. Produce clear, professional written materials to support the information needs of students accessing mental health and wellbeing services, including publications, leaflets, and service guidance. This will also involve contributing to reports for senior leadership and external bodies such as the Office for Students (OfS).
14. Collaborate with professional and specialist support staff to design and deliver a programme of wellbeing and mental health events and activities for both prospective and

current students. This will include facilitating induction sessions both in person and online for students and staff, aimed at promoting awareness, engagement, and support.

15. Collaborate with the Wellbeing Advisor to act as the first point of contact for students experiencing mental health difficulties, staff members with concerns about student wellbeing, and external organisations engaged in partnership with the University on student wellbeing initiatives.
16. Provide day-to-day supervision and support to the Wellbeing Advisor, with responsibility for overseeing their management of appointment calendars and scheduling for professional and specialist colleagues within the service.
17. Act as a Senior Designated Safeguarding Champion within Student Services, providing safeguarding advice and guidance to staff and other stakeholders. The role requires a thorough understanding of safeguarding principles, including the ability to recognise concerns, apply appropriate procedures, and liaise with statutory services and external agencies such as Social Services when necessary to support student welfare including adults at risk and children.
18. Act as a Dignity at Study Champion, supporting the implementation of the University's Dignity at Study Policy and Procedure. Provide a first point of contact for students who disclose experiences of bullying, harassment, discrimination, victimisation, and/or sexual misconduct. Offer a compassionate and non-judgemental space for students to talk, explain reporting options, and support them in accessing appropriate services. Maintain clear boundaries, uphold confidentiality (within safeguarding limits), and contribute to promoting a respectful, inclusive university culture through awareness-raising and engagement activities.
19. Maintain a safe working environment by adhering to the University's health and safety policies and procedures. Consistently uphold the principles of the University's Equal Opportunities and Dignity at Work policies in all aspects of your role.
20. Demonstrate flexibility as a key member of the Student Services and Experience department by providing support when needed across various campus locations including Reception, Student Centre, and Queens Building. There may be times evening or weekend work is required to assist with open days, enrolment periods, and other university events.
21. Work flexibly and support other services at peak times in Student Services, as directed by the Student Mental Health and Wellbeing Manager and Head of Student Services.
22. Attend and participate in work related training and staff development activities, which may take place off campus.
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. 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 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-026/P	
School/Service: Student Services & Experience		Priority	
Criteria		(1/2/)	Method of Assessment
1 Qualifications			
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/Charities	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
2 Skills / Knowledge			
2 a)	Ability to work as part of a multi-disciplinary team, demonstrating advanced interpersonal skills and effective communication skills both verbally and electronically with a range of stakeholders. With the ability to engage sensitively and calmly with students who may be challenging, distressed and/or demanding.	Priority 1	Application Form/Interview
2 b)	Strong organisational and time management skills with the ability to manage competing demands, prioritise workload, and meet deadlines with minimal supervision.	Priority 1	Application Form/Interview
2 c)	Strong understanding of relevant support pathways including Counselling, Cognitive Behavioural Therapy (CBT), and other therapeutic modalities/ referral pathways. Ability to make informed referrals based on individual needs and presenting concerns.	Priority 1	Application Form/Interview/Presentation
2 d)	Experience in the use of outcome measures used in mental health assessments / treatment pathways (e.g., GAD-7, PHQ-9)	Priority 2	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 data monitoring collection.	Priority 1	Application Form/Interview/Presentation
2 f)	Ability to deliver clear, professional written communications including reports, guidance, and promotional materials.	Priority 1	Application Form/Interview
2 g)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure.	Priority 1	Application Form/Interview

2 h)	An ability to identify risks/vulnerabilities with a sound knowledge of Safeguarding Legislation and practices	Priority 1	Application Form/Interview/Presentation
2 i)	Understanding of equality and inclusion issues in a higher education context, underpinned by knowledge of relevant legislation and regulatory expectations, including the Equality Act 2010 and Office for Students (OfS) requirements on harassment and sexual misconduct.	Priority 2	Application Form/Interview
3 Experience			
3 a)	Credible experience of providing support, advice and guidance to individuals experiencing mental health difficulties, to include individuals with complex needs. Identifying and responding to risk concerns accordingly, including safety advice or escalation procedures in line with safeguarding protocols and relevant legislation and sector frameworks.	Priority 1	Application Form/Interview
3 b)	Experience of conducting triage assessments within a mental health setting, including risk and safeguarding considerations. Undertaking onward referral based on the needs of the individual.	Priority 1	Application Form/Interview
3 c)	Experience in designing, coordinating, and delivering evidence-based workshops and/or group interventions addressing common mental health issues such as anxiety and depression.	Priority 1	
3 d)	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 e)	Credible experience of documenting standard operating procedures and contributing to policy development.	Priority 1	Application Form/Interview
3 f)	Experience of managing and analysing data, producing reports, and using data to inform service development and evaluate effectiveness	Priority 1	
3 g)	Experience of working in a customer focused environment and delivering exceptional customer service, demonstrating sound liaison skills with both internal and third parties	Priority 1	Application Form/Interview
3 h)	Experience of organising or assisting with the organisation of events and activities	Priority 1	Application Form/Interview
3 i)	Experience supervising or providing operational support to other staff	Priority 2	Application Form/Interview
3 j)	Previous experience of working in a Higher Education setting	Priority 2	Application Form/Interview

3 k)	Credible experience of managing projects from conception through to implementation, evaluation and analysis.	Priority 1	Application Form/Interview
4	Personal Qualities		
4 a)	Demonstrates strong emotional resilience and the ability to remain calm and composed under pressure, particularly when supporting students in distress or crisis.	Priority 1	Interview
4 b)	Ability to work independently and as part of a team, with a positive attitude towards collaboration.	Priority 1	Interview
4 c)	Able to maintain professional boundaries, and respond sensitively to complex mental health presentations. Self-aware, with the capacity to recognise personal limits and proactively seek supervision or support when needed.	Priority 1	Interview
4 d)	Empathetic, approachable, and non-judgemental attitude towards students and colleagues	Priority 1	Interview
4 e)	Strong commitment to continuous improvement and professional development, embracing innovative and creative approaches to enhance service delivery.	Priority 1	Interview
4 f)	Experience of dealing with competing deadlines and being able to work under pressure and with constant interruptions	Priority 1	Interview
4 g)	Demonstrates integrity and professionalism, with a strong awareness of confidentiality principles and the boundaries governing information sharing.	Priority 1	Interview
5	Other		
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.