



Job Description and Person Specification for: Student Wellbeing Services Manager – London Campus	
Department: Student Services	Reports to: Head of Student Services and Wellbeing
Salary (Band/Annual/Pro rata): Band E	Responsible for: Line management for a small team. Service development of Student Wellbeing Services
Hours per week/FTE: 36.25 hours per week, 1FTE	Shift Pattern: 8.45-5pm, Monday to Friday, with some with some flexibility due to service need, and occasional Saturday working to support part time students and attend Open Days (Time off in lieu will be given for Saturday working)
Job Purpose/Summary:	
<p>AECC University College is committed to providing our students with a supportive, encouraging and inspirational learning environment and our aim is to promote the mental health and wellbeing of all students. Our focus is on supporting students to take responsibility for their own wellbeing and develop self-reliance. This is an exciting new role for our London campus and the post-holder will lead, develop and manage our student wellbeing services and will assist the Head of Student and Wellbeing Services with the strategic development of the Service.</p> <p>The post-holder will contribute to student retention and attainment through leading the delivery of services that support students' emotional and psychological wellbeing. In addition, they will provide specialist advice to staff regarding supporting students with disabilities and/or experiencing mental health conditions. The post holder will play a key part in enhancing the student experience by delivering a consistently high quality, student-centred service throughout the student lifecycle.</p>	
Main Responsibilities/Key Tasks:	
<ol style="list-style-type: none"> 1. To work with the Head of Student and Wellbeing Services to lead and shape the wellbeing, counselling, disability and other specialist service areas. 2. Lead and manage the Student Wellbeing Service to ensure appropriate resource allocation, appropriate enactment of University College policies and procedures and response to and management of risks to safeguard the wellbeing of students and the University College's obligations. 3. Play a key role in developing the University's Suicide-Safer work, supporting, and working directly with students, staff, and external networks. 4. Ensure the wellbeing team is responding effectively to the needs of students by ensuring that the triage and risk assessment protocols in place are effective and make best use of available resources, managing a triage system, reserving appointment slots reserved for urgent cases, making effective referrals of urgent cases, and ensuring the team is providing timely, high-quality and clear advice to members of staff across the University College with concerns about individual students. 5. To be responsible for developing, supporting, monitoring and contributing to appropriate structures for the assessment and management of risk in students. 6. Lead and contribute to weekly clinical/risk management meetings with individual wellbeing and counselling staff and the wider team. 7. Assist in the strategic development of the service, contributing to operating plans, producing a Wellbeing Service annual report and evaluating service delivery to ensure effective use of all resources. 8. Provide specialist advice and consultation to internal and external stakeholders on students at risk/giving cause for concern, ensuring an appropriate and proportionate response. 	

9. Build relationships and work effectively with local partners, for example, NHS staff, accommodation providers etc.
10. Develop a culture within the team which respects and maintains professional boundaries and takes proper account of the need for confidentiality when working with students and when discussing cases with staff; balancing this with a need to share appropriate information for the effective management of risk and to support other University College services in their work with students with significant mental health difficulties.
11. To develop close links with alternative mental health provision in the community, encouraging working together and close referral and communication
12. To inform and advise management and staff, particularly the Head of Student and Student Services, on developments within the student counselling and mental health fields and to assist in the preparation of policy and consultation papers as required.
13. Effectively manage the interface between the Student Wellbeing Service team and other student facing services and academic departments to ensure roles and responsibilities are clear about local support provided and that student referrals are managed appropriately.
14. Ensure the creation of effective performance indicators for student wellbeing and the development of robust and reliable internal data and student feedback to influence development and service enhancement.
15. Oversee and monitor service standards for Student Wellbeing, ensuring that service design is inclusive, user-centric and is digitally enabled.
16. Work collaboratively with other services within the University College and design and deliver training workshops for staff on working with and/or teaching students with mental health conditions.
17. To act as a Designated Safeguarding Officer (Student Services) within the University College safeguarding structure, and to contribute to the safeguarding response in crisis situations.
18. To maintain and monitor accurate and ethical records, complying with service protocols and relevant legislation to carry out and contribute to audit and evaluation as required.
19. To work at all times within appropriate professional practice guidelines and Ethical Frameworks.
20. To participate in open events, and Arrivals Weeks which may require working out-of-hours i.e. evenings and weekends (occasional).

Additional Duties

21. To demonstrate support for the University College's commitment to equal opportunities and its Equality, Diversity and Inclusion Policy.
22. To demonstrate support for the University College's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
23. To promote and actively adhere to the University College values.
24. To undertake other activities identified from time to time commensurate with the level of the post.
25. To work in line with our values

<u>Requirement:</u>	<u>Essential:</u>	<u>Desirable:</u>
Education, Training and Qualifications	Educated to degree level or equivalent	



	<p>Counselling/psychotherapy or nursing qualification and registration with a recognised professional body (e.g. BACP, UKCP, BABCP, BPS/HPC etc.)</p> <p>Professionally trained and registered with an appropriate professional body in the field of mental health</p>	
Skills and Knowledge	<p>Understanding of effective models of welfare service delivery, legislative requirements and codes of practice</p> <p>Evidence of a commitment to reflective practice and continuing professional development</p> <p>Awareness of professional issues and commitment to working within an ethical framework</p> <p>Understanding of and commitment to promoting equality and inclusion for disabled people</p> <p>Knowledge / awareness of relevant legislation, particularly the Equality Act 2010 and current issues for higher education</p> <p>Knowledge of the Disabled Students' Allowance</p>	<p>Familiarity with local NHS mental health services e.g. Crisis Team, Early Intervention Team etc.</p> <p>Training in a form of psychological therapy e.g. cognitive behavioural therapy</p>
Experience	<p>Experienced in managing the delivery of a support service in a professional environment, preferably in education.</p> <p>Demonstrable post qualifying experience working with young adults with mental health difficulties</p> <p>Experience of making independent decisions regarding assessment, diagnosis and risk</p> <p>Experience of delivering training in mental health</p> <p>Experience and/or knowledge of and interest in the issues facing students in higher education</p>	<p>Experience of providing clinical supervision/mentoring</p>
Personal Attributes	<p>Personable, professional and positive</p> <p>Capacity to work calmly and demonstrate personal resilience under pressure, showing leadership to others</p> <p>Positive approach to teamwork and ability to demonstrate leadership in teams</p>	



	Effective communication and negotiating skills Well-organised, able to manage time and set priorities for self and others	
Abilities	Ability to work therapeutically with individuals with mental health difficulties; remotely, face to face and in groups Ability to think independently and make safe independent critical decisions in the moment Ability to prepare and deliver spoken and written materials for internal and external audiences for a variety of purposes, including providing guidance and support Ability to communicate specialist knowledge to both specialist and non-specialist audiences Ability to work collaboratively with colleagues as part of a team as well as working independently Ability to take responsibility for dealing with unplanned crisis/urgent situations in a clinical context	
Other Requirements	Enhanced DBS check	

NB: *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

AECC University College is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

May 2024.