

**Job Description**

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| Faculty/Professional Directorate: | Hull York Medical School |
| Subject Group/Team: | Student Wellbeing Team |
| Reporting to: | Head of Operations and Deputy Chief Operating Officer |
| Duration: | Permanent |
| Job Family: | HR and Welfare |
| Pay Band: | Band 7 |
| Benchmark Profile: | Specialist (Welfare) Band 7 |
| DBS Disclosure requirement: | Yes |

**Details Specific to the Post**

**Background and Context**

The Hull York Medical School is a joint medical school of the University of Hull and the University of York. It has an undergraduate and postgraduate student population of 1500 students. The School operates across the University of Hull and York campuses and the NHS. The School has a demonstrated commitment to supporting widening participation and access in admission to its programmes.

The Student Life and Wellbeing Officer is a key member of the Hull York Medical School Student Wellbeing Team. The team offers a wide and varied range of support to our students on and off campus in partnership with our colleagues across the NHS partnership and our host Universities. The purpose of the in-house team is to complement and enhance established University support functions. The inhouse team has expertise in support issues relating to studying medicine and related subjects, including specific PSRB and Fitness to Practise requirements. The team plays a pivotal role in liaising with central university support services on both host sites to ensure an enhanced experience for students throughout their student journey. The Student Life and Wellbeing Officer is key to managing, developing and delivering student support across all programmes offered by the Medical School.

The SLWO will be line managed within the medical school by the Head of Operations. Additionally, the SLWO will receive support through matrix management by the medical school’s Director of Student Wellbeing. The postholder will also liaise with key members of the central university support services and attend team meetings and development events as required.

The SWLO will work to a hybrid working model. With time split across the two university sites with some opportunity for home working. Clinical placement site visits and remote meetings will be required. Some flexibility of working hours/patterns will be required to accommodate increased demand/student needs and any site requirements across the academic year.

# Specific Duties and Responsibilities of the post

The postholder is responsible for the provision of an effective front-line wellbeing service to HYMS undergraduate and postgraduate students seeking support. The SLWO will build effective and impactful relationships with the in-house team, central student support services and placement providers to deliver an integrated support service and effective shared record keeping. They will work in collaboration with our parent universities to ensure a seamless service for all Medical School students.

This will involve:

* Managing the support service for all HYMS UG and PG students on joint regulation programmes.
* Ensuring compliance with regulatory processes in relation to Fitness to Practise, academic progress, and Fitness to Study as well as specialist advice regarding disability/health support adjustments in clinical areas. Ensuring, that appropriate support is in place for students in difficulty who are referred into these processes.
* Management of stakeholder/partner relationships across both parent universities: placement providers and Occupational Health.
* Management of Student Wellbeing Assistants
* Manage complex student cases, ensuring appropriate advice, signposting and follow-up has been provided, including information relating to Fitness to Practise requirements where needed.
* Alignment to University student support frameworks to manage student support and wellbeing provision and signposting.
* Working with the Directors of Student Wellbeing and the Academic Lead for Widening Participation to determine strategic developments to enhance the service provision.
* Act as the HYMS Disability Liaison Officer to ensure the implementation of reasonable adjustments and support needs for students with Student Support Plans in conjunction with Hull and York disability support services.
* Training of HYMS and NHS partnership staff in student support frameworks and signposting.
* Responsibility for applying the institutional frameworks for safeguarding.
* Ensuring the continuous improvement of student support systems and procedures in alignment with the parent institutions’ policies, processes, and systems.
* Work within the School governance structures to develop and review Standard Operating Procedures (SOPs), policies and processes that relate to student wellbeing and support.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* + - * The role holder:
* Will provide professional advice and/or support, directly or indirectly, to faculty and/or department based upon a full understanding of a professional or specialised area of work.
* Will have gained a professional qualification (or are working towards) and/or vocational or professional experience.
* Will be expected to contribute to longer term developments within the faculty/department by giving advice and specialist support.
* May lead a team within the department and/or in project activity and plan, prioritise and monitor to ensure effective use of resources.
* Will influence decisions or events by working collaboratively internally and externally to the University.
* Will evaluate and analyse information and use initiative and creativity to solve non standard problems.

**Main Work Activities**

**Communication**

* Respond to queries from staff, students and prospective students in relation to disability support and reasonable adjustments.
* Work with individual students to ensure the effective implementation of their reasonable adjustments and support needs on the programme and whilst on clinical placement,
* Write student case notes.
* Write annual reports.

### Teamwork and Motivation

* May be required to supervise the work of others.
* Provides advice and guidance to other members of the team.

**Liaison and Networking**

* Raise awareness amongst staff and students of the impact of disability
* Provide consultation and support to staff within the University working with students with a disability

### Service Delivery

* Contribute to the formulation of policies, procedures and good practice in relation to students with disabilities and support needs.

### Planning and Organisation

* Organise and represent the area and University at events.
* Plan and monitor the work of others.
* Co-ordinate departmental processes in conjunction with senior colleagues.
* Contribute to the longer term operational planning of the Faculty/Department.

### Analysis/Reporting

* Collect and analyse statistical information on service usage and client issues.
* Monitor and analyse trends in the general health of the University population.

### Teaching and Learning

* Ensure the reasonable adjustments and support needs of students are considered in programme assessment and delivery, including in the support given to students in clinical learning environments.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden.
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training.
* Comply with University regulations, policies and procedures.

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

**Competency** **Identified by**

**Knowledge and Experience**

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| Has a degree or equivalent qualification. | **Application/Interview** |
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| Can demonstrate knowledge of a range of strategies that can be employed to overcome difficulties experienced by students with support needs and disabilities | **Application/Interview** |
| Can demonstrate an understanding of the challenges of supporting students with disabilities and support needs within a Higher Education environment. | **Application/Interview** |
| Can demonstrate IT skills including use of Word and Excel and use of the internet. | **Application/Interview** |
| Has experience of working within a safeguarding framework in an FE/HE environment. | **Application/Interview** |

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| **Communication (Oral)**  Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist. | **Application/Interview** |
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| **Communication (Writtenl)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**  Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about, the service and future needs. | **Application/Interview** |
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| **Decision Making Processes**  Can demonstrate the ability to consider the impact on the Faculty/Service. Knows where a decision is beyond their responsibility and refers to others. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to investigate problems to identify their cause, takes action to prevent recurrence of problems and considers possible solutions to identify those which offer wider benefits. | **Application/Interview** |
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| **Analysis/Reporting** Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis. | **Application/Interview** |
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| **Pastoral Care**  Provides support for those in considerable distress or requiring long term, complex support. Identifies when assistance and support is not needed. Monitors progress and recognises when additional interventions are required. Draws on other resources for assistance, information and support for self and individuals. Disengages when it is right to do so. Reflects on practice and engages in appropriate self development. | **Application/Interview** |