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### Job Description

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| Job Title: | Specialist Wellbeing Advisor  |
| Faculty/Professional Directorate: | Academic Services (Wellbeing) |
| Subject Group/Team: | Mental Health & Wellbeing Team |
| Reporting to: | Associate Director, Mental Health |
| Duration: | Continuing |
| Job Family:  | HR & Welfare |
| Pay Band: | Band 6 |
| Benchmark Profile: | Specialist (Welfare) Band 6 |
| DBS Disclosure requirement: | Enhanced |
| Vacancy Reference: |  |

### Details Specific to the Post

### Background and Context

The University of Hull is home to a diverse student population, encompassing individuals from a wide range of backgrounds, some of whom experience challenging circumstances. To ensure we provide comprehensive support, Academic Services brings together dedicated teams focused on delivering an outstanding student experience, tailored assistance, and personalised support to help students achieve their full potential. Academic services are focused on user-centred service design, collaborative partnerships and offering our students a seamless high-quality service from application to graduation.

Integral to the student experience is the support delivered by our student wellbeing service. Incorporating expertise in mental health & wellbeing, safeguarding, disability and inclusion, learning difference and financial support, the service ensures that students are provided with support to remove barriers to learning and success.

The Mental Health and Wellbeing Team play a pivotal role in supporting students with a range of mental health and complex social and emotional wellbeing difficulties, offering triage, assessment, short term interventions and facilitating access to external services. The team also lead on areas relating to safeguarding, risk and critical incident- offering advice, guidance and consultation to colleagues across the institution. The team take an integrated approach to student support, collaborating closely with academic and professional colleagues to ensure our students have the best chance of success.

**Specific Duties and Responsibilities of the post**

Working within our wellbeing service and aligned to our mental health and wellbeing team, the primary focus of this role will be the provision of high-quality psychological interventions and case-co-ordination for students who are experiencing psychological or emotional distress or poor wellbeing. One aspect of the role will involve providing trauma informed support for students who have experienced sexual violence and harassment. This support will include helping students understand their reporting options internally and externally, facilitating access to specialist external services and working closely with our internal conduct and complaints team in responding to instances of sexual violence within the student population. The role is also integral to our wellbeing duty model and will work on a rotational basis as part of our wellbeing duty team, responding to incoming enquires from both staff and students.

The post holder will maintain a case load as well as offering single session or short-term interventions across a range of presenting issues including sexual violence but also more broadly, worry and anxiety, exam stress, low mood, sleep, workload management and procrastination. The post holder will have the ability to work with a diverse range of students including those who are neuro-diverse and those from underrepresented groups. The post holder will also contribute to project work across the wellbeing service, particularly in relation to support for victims of sexual violence and misconduct

The role requires excellent communication skills, flexibility, a compassionate and proactive approach and a willingness to work collaboratively with others. The ability to work as part of a duty team, contributing to the broader wellbeing service, in an often-busy environment is key. Experience and knowledge in working with victims of sexual violence is desirable. A sound understanding of the drivers of psychological distress and poor wellbeing alongside the ability to deliver evidence-based psychoeducation and interventions for a range of wellbeing needs to a diverse range of students is critical. The post holder must be able to assess needs and plan, deliver and evaluate sessions with clear goals and outcomes which meet the holistic needs of the student.

Interventions will be delivered both face to face, by telephone and online to need student need and the role will involve the use of a range of IT and digital systems.

The post holder will:

* Provide a range of needs led one to one interventions aimed at empowering students to manage a range of wellbeing difficulties including the provision of advice and support to students who have experienced sexual violence.
* Work with students primarily following triage and assessment from the Mental Health Practitioners and at the direction of the practitioners, associate director, Mental Health and Director, Wellbeing
* Work in an inclusive and compassionate way which aligns with the values of the service area and the institution
* Plan, deliver and evaluate evidence-based interventions to meet student need.
* Have the ability to identify risk and escalate accordingly
* Maintain clear, accurate and defensible documentation
* Provide appropriate referrals and signposting, both internal and external, to ensure students holistic needs are met
* Participate in team and service area activities, meetings and development opportunities
* Collaborate with academic and professional staff to ensure an integrated approach to supporting students
* Ensure quality of service provision and comply with all university regulations, policies and codes of practice.
* Contribute to service development and enhancement where appropriate
* Contribute to the student experience
* Staff in all areas will be required to support University events such as Open Days, Clearing, registration and graduation ceremonies.

**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 psychological interventions, advice and signposting to students within the scope of their role
* Have practical working knowledge of the systems, processes and procedures across a section or area of work and may have detailed knowledge of specialist systems and/or a broad understanding of a wide range of activities. This knowledge is gained by extensive practical experience and/or through formal instruction. The work requires the use of initiative and judgement on how to address and resolve problems with minimal guidance and instructions from senior colleagues
* Plan and prioritise own work and may be required to supervise the work of others and monitor progress within agreed objectives ensuring the effective use of resources
* Be expected to contribute to longer term developments within the department, such as implementing improvements to working methods, policies, and procedures

### Main Work Activities

### Communication

* Respond to queries from prospective and current students
* Work with students who may be distressed or experiencing challenging circumstances
* Maintain accurate records and complete required administration
* Collate/develop resources for use by students, staff, and parents
* Provide advice and guidance to colleagues across the university who are engaged in supporting students.
* Provide advice and guidance to colleagues in key external partnerships who are engaged in supporting students
* Attend meetings to report on information/data
* Draft and type formal documentation
* Compile procedural manuals and other University documentation

### Teamwork

* Work collaboratively and collegiately with colleagues in academic and professional services across the university
* May be required to supervise the work of others
* Provides advice and guidance and support to the wider team, service area
* Work in a transparent and flexible manner to support business continuity

### Liaison and Networking

* Work in partnership with colleagues within Faculties, Students’ Union, central student support services, accommodation settings and other areas of the University to promote effective service provision and ensure best practice is followed
* Liaise with other services within and external to the university to negotiate appropriate support and response to individual students and timely referrals in coordinating support
* Keep up to date with external developments and practice relating to enhancing the student experience and draw on student feedback to inform the future development of this area of work.
* Represent the University at various events and working groups

### Service Delivery

* Assess need, plan, deliver and evaluate needs led interventions aimed at meeting students needs in university context
* Work creatively and proactively to ensure that applicant/student needs are met
* Provide support and appropriate interventions to individual students within an appropriate professional discipline using a variety of media (face to face, phone, online)
* Use relevant digital systems to enhance the student experience and the support provided
* Work within the agreed parameters of the team, service area and wider university
* Administer and monitor procedures to ensure effective delivery of the service
* Seek ways to ensure students understand the full range of support available to them and how to access

### Planning and Organisation

* Plan and prioritise workload offering flexibility at peak times
* Plan student focused interventions with clear aims and outcomes
* Contribute to the planning and delivery of the wider service as required
* Organise and deliver to timescales strategic project work as directed by Associate Director, Mental Health and Director, Wellbeing

### Analysis/Reporting

* Maintain clear and accurate records of all contact with a student following the principles of defensible documentation
* Record data for routine analysis as required using Microsoft Office, other software, and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor, and interpret information
* Provide and analyse statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the Directorate

### 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**

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| **Knowledge and Experience** |  |
| * Has significant experience of providing psychological or wellbeing interventions to adults or young adults
* Has experience of supporting adult victims of sexual violence and/or can demonstrate the knowledge, skills and values necessary to provide this type of intervention.
 | **Application/Interview** |
| * Has relevant qualifications and/or training in a relevant field for example mental health, psychological wellbeing, coaching
 | * **Application/Interview**
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| * Has experience of assessment, planning, delivery and evaluation of evidence-based interventions
 | **Application/Interview** |
| * Is IT literate and can demonstrate the ability to use a broad range of products from the Microsoft Office suite as well as other digital systems
 | **Application/Interview** |
| * Has demonstrable knowledge of the drivers of distress and poor wellbeing, the impact of sexual violence and the range of strategies to overcome these
 | **Application/Interview** |
| **Communication (Oral and Written)*** 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.
* Can demonstrate an understanding of the principles of defensible documentation
 | **Application/Interview** |
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| **Teamwork and Motivation*** Can demonstrate the ability to collaborate with others and help to build co-operation to deliver team results.
 | **Application/Interview** |
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| **Liaison and Networking*** Can demonstrate the ability to contact 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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| **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 use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Welfare**Provides support for those in distress or requiring long term 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** |