**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Wellbeing Adviser</th>
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<tbody>
<tr>
<td>Department / Unit</td>
<td>Academic Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade</td>
<td>6</td>
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<tr>
<td>Accountable to</td>
<td>Head of Student Wellbeing &amp; Safeguarding</td>
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**Purpose of the Post**

The post holder is responsible for the identification and support of students who may require short-term additional support at university, many of whom will be from non-traditional backgrounds, to help ensure maximum student success. The post holder will work with the other Wellbeing Advisers to offer a triage and advice service to students - often as a first point of contact to the advice and wellbeing teams.

**Key Tasks**

- Aim to ensure engagement with vulnerable students early on in the academic year and put in place relevant support & advice to enable their continuation as a student; boosting student retention.
- Assist with transition to university for students from non-traditional backgrounds.
- Signpost and refer to internal and external professional support and welfare & wellbeing services to students and recognise cases where assistance is not required.
- Deliver general, non-specialist advice to students on a short-term (one / two session) basis where necessary to enable them to manage their wellbeing.
- Maintain student records on the department student casefile system.
- Place an emphasis on wellbeing as an integral part of the student experience and reduce further any stigma remaining with student groups about taking up support.
- Follow up with each student who receives academic or administrative formal warnings to ensure they liaise properly with their academic departments and that appropriate support is in place where required. Maintain records to assess outcomes and results of these interventions.
- Advise students about extenuating circumstances requests and gathering of evidence for valid applications; playing close attention to the College guidance on EC.
- Hold regular drop in wellbeing sessions for students to allow swift access to support in an informal setting.
- Meet with academic department administrative staff to identify students who may benefit from added support and to keep departments informed of wellbeing support offered.
- Engage with students due to return to university after a period of interruption to identify possible support needs.
• Work to reduce the number of students who have their registration terminated for financial, academic or misconduct regulations and maintain records to demonstrate this impact.

• Maintain existing links with Academic Quality & Policy Office, Academic Departments / Schools, Student Fees, Student Administration and the SU to identify and assist vulnerable students and prevent unnecessary duplication of contact / work

• Develop and maintain links with external support services who can offer students support.

• Under the direction of the Head of Student Wellbeing & Safeguarding work to promote the advice and wellbeing services to all students.

• Contribute to the activities of Student Wellbeing & Academic Services in support of the department aims and objectives.

**General**

• Be available as a general source of support for students.

• Assist in any other work of Student Wellbeing & Student Life, or other duties as may be reasonably required by the line manager or HoD that are commensurate with the grade.

• As the needs of the College change so the above job profile, duties and location of the role within the College may be adjusted accordingly.

**Main Contacts**

• Staff in Student Advisory & Wellbeing Services

• Staff in Academic Services

• Academic and administrative staff in the College

• External health & wellbeing contacts e.g. Nightline, the Samaritans

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.