



## JOB DESCRIPTION

<b>Job Title:</b>	Community Support Coordinator
<b>Department /Faculty:</b>	Student Advisory & Wellbeing, Student and Academic Services
<b>Grade:</b>	RHUL 5
<b>Hours:</b>	Full-Time, Fixed-Term (9 Months)
<b>Reporting to:</b>	Head of Student Wellbeing
<b>Responsible for:</b>	Supporting students living within the local community and liaison with local community and external services

Job Purpose
To Co-ordinate support for local students, response and follow up for community concerns and administration support related to the running of the Community Wellbeing team.
Key responsibilities and outcomes: (most frequent duties first)
<ul style="list-style-type: none"> <li>Respond to with community enquiries from students, staff, parents, local residents and external contacts, provide advice or support and follow up (under the direction of the Head of Student Wellbeing).</li> <li>Maintain accurate reports of community enquiries and complaints including actions taken and response made</li> <li>Work with the Community Wellbeing Advisers to arrange community visits - where needed at the start of the academic year and in response to concerns expressed – and keep records of these.</li> <li>Meet with student households in response to community complaints, offer advice and maintain electronic records of these meetings and outcomes.</li> <li>Organise the distribution to local students of community expectations and advice at the start of the academic year and at other appropriate times.</li> <li>Contact students in follow up to issues where there is a student wellbeing concern expressed within internal security or SU incident reports.</li> <li>Assist with the organisation of student wellbeing events and provide support for other student activities under the direction of the Head of Student Wellbeing</li> <li>Act as administrative support for the Wellbeing Advisers and support the team in triage and managing appointments.</li> <li>Maintain online presence including through the website and social media.</li> <li>Co-ordinate the update and production of department and section publicity material and presentations.</li> <li>Undertake research on topics relating to the work of the Wellbeing and Community team</li> </ul>

<ul style="list-style-type: none"> <li>• Act as a key information point for all enquiries relating to Support &amp; Advisory Services or signpost students to the appropriate service via the helpdesk</li> <li>• Filing and assisting with the maintenance of records relating to student issues.</li> </ul>
<b>Other duties:</b>
<p>The role will require the candidate to have an enhanced DBS check.</p> <p>Any other duties as required by the line manager or Head of Department that are commensurate with the grade.</p> <p>As the needs of the College changed also the above job profile, duties and location of the role within the College will be adjusted accordingly.</p>

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job title:** Community Support Co-ordinator (Temporary FT role)

**Department/Faculty:** Student Advisory & Wellbeing, Student and Academic Services

	ESSENTIAL	DESIRABLE	Tested by (Application form, Interview, Test)
<b>Knowledge, Education, Qualifications and Training</b>			
Understanding of College support networks and external community partners (e.g. Council and Police).		X	A, I
Knowledge of the local area and an understanding of discussions around the issue of 'studentification'.		X	I
<b>Skills and/or Abilities</b>			
Understanding of tact and discretion related to community casework and community engagement	X		A, I
Ability to make appropriate referrals to College services.	X		I
Demonstration of patience, diplomacy, and approachability.	X		I
Empathy and understanding of students and demonstrable listening and communication skills.	X		A, I
Confidence in managing and leading discussions with students about complex and emotive issues.	X		A, I
Be able to develop and deliver engaging workshop content on issues around community living	X		A, I
<b>Experience</b>			
Working with and supporting students in a Higher Education context.	X		A, I
Experience of responding to challenging and emotive situations and issues.	X		A, I
Experience of working in a busy front facing administrative role, managing multiple queries and tracking incoming and outgoing mail	X		
<b>Other requirements</b>			
Completion of an enhanced DBS check.	X		I