

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Harassment &amp; Wellbeing Adviser</b>
<b>Department / Unit:</b>	Wellbeing Department, Student & Academic Services
<b>Job type</b>	Full Time, Permanent
<b>Grade:</b>	RHUL 6
<b>Accountable to:</b>	Senior Wellbeing Manager (Support & Guidance)
<b>Purpose of the Post</b>	
<p>The Student &amp; Academic Services directorate consists of a wide range of student services contributing to the health, wellbeing, personal journey and experience of students at Royal Holloway. Within this directorate the Wellbeing department leads on the provision of high quality wellbeing support to support students with their health and wellbeing and to help students have positive experiences.</p> <p>Within the department the Harassment &amp; Wellbeing Adviser (Support &amp; Guidance team) will act as the first point of contact for students experiencing and reporting harassment or violence and will provide specialist advice and support and co-ordinate referrals to internal and external services as needed. The Harassment and Wellbeing Adviser will support informal early resolution where appropriate and prepare referrals for cases where there has been a suspected case of misconduct working closely with the Conduct &amp; Investigations Adviser and Student Conduct Officer. The role will also work alongside the Wellbeing Advisers to offer routine general student wellbeing support. Other functions in the department include disability support, financial support, mental health care, international student advice, counselling and multifaith chaplaincy.</p>	
<b>Key Tasks</b>	
<p><b>Harassment</b></p> <ol style="list-style-type: none"> <li>1. Act as the first point of contact for students reporting incidents of any form of harassment and violence including direct reports from students and referrals or via the RH Be Heard reporting tool.</li> <li>2. Offer specialist support and guidance to students who have reported harassment, assaults and violence including supportive signposting and referral to health and other external specialist services as required.</li> <li>3. Explain options available to a student to raise their concern / case formally through a College process (for example student conduct) or with external agencies such as the Police; and advise students on confidentiality and when circumstances may require information to be shared with third parties.</li> </ol>	

4. Respond to and escalate any safeguarding concerns that may arise in line with the College Safeguarding Policy and under the direction of the Designated Safeguarding Lead.
5. Develop and maintain links with external support services who can offer students support with particular focus on areas of violence and harassment.. Liaise with external services to review cases where there is a referral or recommendation for support from university services for a student who has made a report elsewhere and support the student in engaging with appropriate support.
6. Under the direction of the Senior Wellbeing Manager, manage and support students seeking resolution under the informal dispute resolution processes.
7. Write and maintain accurate records to a professional, safe and ethical standard and maintain termly and annual reports of case numbers for reports to College Committees (where required) and to support early identification of emerging trends and the need for more proactive work. This will include accurate tracking and reporting on the progress of cases and sharing updates with the students involved.
8. Participate, where required, in case for concern and case review meetings to determine support pathways for students considered to be at medium or high risk.
9. Engage in regular supervision with an internal Mental Health & Wellbeing Supervisor with a focus on debriefing following complex and challenging student cases.
10. Develop and provide resources, training and guidance to staff and students, using a variety of delivery models, supporting preventative work and immediate response to disclosure. This may include training around consent, active bystander, managing disclosure, and anti-racism.
11. Participate in and actively contribute to sector networks in the area of sexual & racial violence and misconduct and to work closely with College and SU colleagues on issues of culture change initiatives and ensuring sector best practice standards are achieved and maintained.
12. Identify and report on emerging trends and needs in the above areas to the Senior Wellbeing Manager and Head of Department to inform and develop support for students across the University.
13. Champion the needs of a variety of student communities (for example, disabled students, those from a widening participation background, care leavers, black & global majority, LGBT+, carers etc.) and for those with a heightened vulnerability factor.

#### **Wellbeing Support & Guidance**

14. Act as a point of contact within the university for students requiring wellbeing support, providing prompt support and guidance to the student via online and in-person delivery and maintain accurate student records on the department student casefiles. Signpost and refer to internal and external professional support and welfare & wellbeing services to students and recognise cases where assistance is not required.
15. Deliver general, non-specialist advice to students on a short-term (one / two session) basis where necessary to enable them to manage their wellbeing and monitor and manage agreed engagement with support services to try to ensure students are accessing the most appropriate services promptly and effectively.
16. Promote wellbeing as an integral part of the student experience and reduce further any stigma remaining with student groups about taking up support.

17. Participate in and lead daily drop in sessions for students to allow swift access to support in an informal setting with a mix of online and in person opportunities.

#### **General**

18. Support the outreach and awareness activities of department. This could include one-to-one work or group workshops, leaflets / booklets, presentations, awareness and campaign events or promotions.
19. Contribute to the co-ordination and/ or delivery of wellbeing related events and projects, (e.g. peer mentoring schemes, open days, induction events, information drop-ins etc.)
20. Under the direction of the Senior Wellbeing Manager and Head of Department work to promote the advice and wellbeing services to all students.
21. Contribute to the activities of Wellbeing department and Student & Academic Services in support of the department / directorate aims and objectives.
22. Assist in any other work of Wellbeing department or other duties as may be reasonably required by the line manager or HoD that are commensurate with the grade.
23. Maintain up to date knowledge and awareness of sector best practice and activities relating to harassment and violence, mental health and wellbeing

#### **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 their manager.

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

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Staff in the Wellbeing department
- Staff in Student & Academic Services
- Academic and administrative staff in the College
- Students' Union
- External health & wellbeing contacts e.g. Samaritans, RASASC, London Nightline

## PERSON SPECIFICATION

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

**Job Title:** Harassment & Wellbeing Adviser

**Department:** Wellbeing department, Student & Academic Services

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Educated to first degree level, a qualification in wellbeing or equivalent relevant experience.	x		App Form
Knowledge and understanding of safeguarding issues and legal responsibilities and experience of offering support and guidance to those who have experienced harassment or violence and an understanding of the dynamics of the impact of such behaviours or criminal conduct		x	App Form, Interview
An understanding of the criminal justice system responses to violence and harassment and knowledge and understanding of external support networks relevant to violence, harassment and broader wellbeing.		x	App Form, Interview
Awareness and relevant knowledge and understanding in the area of violence and misconduct within a higher education environment or demonstration of the capacity to acquire this within a short timeframe	x		App Form, Interview
Have an understanding of the particular demands associated with managing these issues within a higher education environment.	x		App form, Interview
<b>Skills and Abilities</b>			
High level of written and verbal communication & presentation skills and computer literacy with full experience of MS Office packages	x		App Form , Interview, Presentation
Emotional resilience with an awareness of own limitations.	x		App form, Interview
Patience to deal with complex student issues and tact and discretion with student case management.	x		Interview

Robust enough to manage high levels of student engagement and the ability to handle emotionally charged situations and incidents.	x		App form, Interview
Ability to work supportively & collaboratively within a team and also confidence to work individually and manage & prioritise student caseload.	x		Interview
Close attention to detail - for casefiles, reports and correspondence.	x		App form, Interview
Ability to problem solve creatively and at a fast pace in crisis situations.	x		Interview
<b>Experience</b>			
Experience of working with HE or FE students.		x	App Form, Interview
Experience of working in a wellbeing, mental health or support setting with a multi-disciplinary team approach.	x		App Form, Interview
Experience of developing and delivering psycho-educational talks or workshops to groups		x	App form, Interview
<b>Other requirements</b>			
Commitment to ongoing personal development and learning opportunities related to student wellbeing issues.	x		Interview
Enhanced DBS check will be required for successful candidate	x		HR after appointment
Occasional requirement to work outside office hours	x		Interview
Large periods of annual leave are to be avoided during term time in most circumstances	x		Interview