

JOB DESCRIPTION

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| Job Title: | Wellbeing Adviser |
| Department / Unit: | Wellbeing Department, Student & Academic Services |
| Job type | Full Time, Permanent |
| Grade: | RHUL 6 |
| Accountable to: | Head of Support & Guidance |
| Purpose of the Post | |
| <p>The Student & Academic Services directorate consists of a broad 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. Other functions in the department include disability support, financial advice, mental health care, international student advice, counselling and multifaith chaplaincy.</p> <p>Our Wellbeing Advisers are 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 other Wellbeing department teams.</p> <p>.</p> | |
| Key Tasks | |
| <p>Student wellbeing support & guidance</p> <ol style="list-style-type: none"> 1. Promptly respond & contact students as follow up to a wellbeing concern raised through a variety of pathways including self-referral, internal security reports, academic referral or expression of concern from a third party which can arrive in person, by email, phone or via drop in sessions. 2. Triage the issues presented and deliver support and guidance to students on a short-term engagement basis (one / two session) to enable them to manage their wellbeing and signpost or refer to internal and external professional support and wellbeing services to students and also recognise cases where assistance is not required. 3. Ensure proactive and supportive 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. 4. Support transition to university for students from non-traditional backgrounds with an emphasis on championing the needs of a variety of student communities (for example, disabled students, those from a widening participation background, care experienced, | |

black & global majority, LGBT+, carers etc.) and for those with a heightened vulnerability factor. 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.

5. Engage with students due to return to university after a period of interruption to identify possible support needs and to reduce the number of students who have their registration discontinued for academic, financial or conduct regulations and maintain records to demonstrate this impact;
6. Ensure that all casework is recorded in a professional, accurate and timely manner and in line with department requirements and to follow up individual cases, as appropriate
7. Participate in regular drop in wellbeing sessions for students to allow swift access to support in an informal setting and provide them with advice about pastoral and academic wellbeing needs including extenuating circumstances, interruption of studies and be available as a general source of support for students.
8. Liaise and meet with academic department staff to identify students who may benefit from added support and to keep departments informed of wellbeing support offered.
9. Maintain existing links with Student & Academic Services teams, Academic Schools, Student Fees, and the SU to identify and assist vulnerable students and prevent unnecessary duplication of contact / work.
10. Develop and maintain links with external support services who can offer students support.
11. Demonstrate and develop a broad knowledge and understanding of all areas of student wellbeing and develop proactive strategies to support this. Undertake research across the sector where required to ensure a minimum of best practice standards.
12. Under the direction of the Head of Support & Guidance work to promote the advice and wellbeing services to all student and contribute to the activities of the Wellbeing department & Student & Academic Services directorate supporting their strategic aims and objectives.

Outreach and Proactive engagement

13. Prepare and deliver presentations, workshops, trainings and information resources for a range of audiences, including current students, prospective students, their parents, schools and colleagues across the university, using a variety of models, on student mental health & wellbeing. Support the co-ordination, update and production of department and team publicity materials and resources.
14. Participate fully in open days and other visit days, the first year experience of new entrants, widening participation and retention initiatives and contribute to the co-ordination and/ or delivery of wellbeing related events, campaigns and projects, (e.g. Induction events, information drop-ins etc.)
15. Be a point of contact for specialist advice and guidance for a range of internal users, including senior managers to ensure development of university awareness of the services provided and current financial information

Development & Implementation

16. Identify and report on emerging wellbeing trends and needs in the above areas to the Head of Support & Guidance to inform and develop strategies that ensure the delivery of sector-leading proactive wellbeing support.

- 17.** Undertake project work as required by the Line Manager to assist with the development of future strategy, education and awareness campaigns. .

General

- 18.** Under the direction of the Line Manager and Head of Department work to promote the advice and wellbeing services to all students and contribute to the activities of Wellbeing department and Student & Academic Services in support of the department / directorate aims and outreach activities.
- 19.** Where needed engage in supervision with an internal Mental Health & Wellbeing Supervisor with a focus on debriefing following complex and challenging student cases.

Other Duties

- 20.** 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 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.
- 21.** The role will require the candidate to have an enhanced DBS check.
- 22.** 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 contacts e.g. NHS, Samaritans, London Nightline, and RASAC.

PERSON SPECIFICATION

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

Job Title: Wellbeing Adviser

Department: Wellbeing department.

| | Essential | Desirable | Tested by Application Form/Interview/Test |
|---|-----------|-----------|---|
| Knowledge, Education, Qualifications and Training | | | |
| Educated to first degree level or equivalent relevant experience. | x | | App Form |
| Awareness and relevant knowledge and understanding in the area of student mental health & wellbeing within a higher education environment (or demonstration of the capacity to acquire this within a short timeframe) | | x | App Form, Interview |
| Skills and Abilities | | | |
| Emotional resilience with an awareness of own limitations. Robust enough to manage high levels of student engagement and the ability to handle emotionally charged situations and incidents. | x | | App Form, Interview |
| Experience of dealing with complex student cases and an understanding of the dynamics of professional relationships, boundaries and confidentiality. | | x | Interview |
| Understanding of delivering a professional and student focused service, responding to and meeting customer needs, adapting service delivery as required | x | | App form, Interview |
| Ability to manage & prioritise student caseload and own workload setting priorities, solving problems and using own initiative at a fast pace in crisis situations. | x | | Interview |
| Close attention to detail - for casefiles, reports and correspondence. | x | | App form, Interview |
| Experience | | | |
| Experience or understanding of working and supporting with HE or FE students. | x | | App Form, Interview |
| Experience of responding to challenging and emotive situations and issues. | x | | App Form, Interview |
| Experience of working in a fast paced front facing administrative role, managing multiple queries and tracking incoming and outgoing correspondence. | x | | App Form, Interview |

| Other requirements | | | |
|--|---|--|----------------------|
| 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 |