



JOB DESCRIPTION

Job Title:	Community Wellbeing Co-ordinator
Department / Unit:	Student Life
Job type	Permanent, Part time (0.6 FTE) – Professional Services
Grade:	RHUL 5
Accountable to:	Head of Wellbeing Support
Purpose of the Post	
The Community Wellbeing Co-ordinator acts as the first point of contact for all aspects of supporting students living in the local community, responding to concerns raised, visiting student properties in Egham and Englefield Green, and provides administrative support to the Wellbeing Support team.	
Key Tasks	
Community wellbeing & support <ol style="list-style-type: none"> 1. Following internal processes responds promptly to community related contact from students, staff, parents and supporters, residents and external contacts including providing them with advice and support and managing an appropriate response to the complaint or enquiry. 2. Ensure all casework is followed up and recorded in a professional, accurate, and timely manner and in line with department requirements. This includes maintaining full accurate records of community enquiries and complaints, details of the action taken and response to the enquirer and related administrative tasks. 3. Visit off campus or meet on campus student households in response to concerns raised about conduct or lifestyle in the community, offering guidance on being a good neighbour and maintaining records of meetings, actions and outcomes. 4. Organise the distribution and delivery of community advice social media and documents for the Be a Good Neighbour campaign to student households at the start of the academic year and at later points where required. 5. Demonstrate and develop a broad knowledge and understanding of all areas of community living for students and develop proactive strategies to support this. Undertake research across the sector where required to ensure a minimum of best practice standards. 6. Prepare and deliver presentations, workshops, and information resources for a range of current students, using a variety of models, on community and living support. 	

Wellbeing support & guidance

7. Support the Wellbeing Advisers with 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.
8. Support the organisation of and participate in the department events including daily drop-in sessions, open days, welcome week events, awareness and education campaigns and provide support for other student activities under the direction of the Head of Wellbeing Support.
9. Provide administrative support to the Wellbeing Support team including management of email mailboxes, responding to routine queries, arranging appointments, participating in drop-in sessions and maintaining student casefiles.
10. Support the co-ordination, update and production of Directorate and team publicity materials and resources.

Development & Implementation

11. Identify and report on emerging community trends and needs in the above areas to the Head of Wellbeing Support to inform and develop positive community engagement and liaison.
12. Support the department in the development and implementation of strategies that ensure the delivery of sector-leading proactive and community relations and undertake project work as required by the Line Manager to assist with the development of future strategy, education and awareness campaigns.

General

13. Under the direction of the Head of Wellbeing Support work to promote the advice and wellbeing services to all student and contribute to the activities of the Student Life Directorate supporting their strategic aims and objectives.
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. Champion the needs of a variety of student communities (for example, disabled students, a widening access background, care experienced, black & global majority, LGBT+, carers) and for those with a heightened vulnerability factor.
16. Engage in supervision with an internal Mental Health & Wellbeing Supervisor with a focus on debriefing following complex and challenging student cases.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to assist in any other work of the Directorate or other duties as may be reasonably required by the Line Manager or Director that are commensurate with the grade. The role will require the candidate to have an enhanced DBS check.

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 Student Life Directorate, Academic and administrative staff in the University, Students' Union and external contacts e.g. Surrey Police, Runnymede Borough Council, Residents' Associations and UK Town & Gow

PERSON SPECIFICATION

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

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Department: Student Life

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Awareness or understanding of University support networks and external community partners (e.g. Council and Police).	x		Interview
Knowledge of the local area and an understanding of discussions around the issue of 'studentification'.		x	App Form, Interview
Skills and Abilities			
Understanding of tact and discretion related to community casework and community engagement	x		Interview,
Ability to make appropriate referrals to University services	x		Interview
Demonstration of patience, diplomacy, and approachability.	x		Interview
Empathy and understanding of students and demonstrable listening and communication skills.	x		App form, Interview
Confidence in managing and leading discussions with students about complex and emotive issues.	x		Interview
Be able to develop and deliver engaging workshop content on issues around community living	x		App form, Interview
Experience			
Experience or understanding of working and supporting with HE or FE students.		x	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
Some opportunity for hybrid working but will be required to attend off-campus addresses on occasion in response to concern raised.	x		Interview
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