

## Duty Assessment and Inclusion Manager

Job Ref: REQxxxx

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

### Department summary

Student Wellbeing and Inclusion (previously Counselling & Disability Service) which consists of a Mental Health Support Team, a Disability Support Team, a Maths and Study Skills Support team, Academic and Practical Support Team and Duty Assessment and Inclusion Team.

The service provides a range of learning, support, counselling and recommendations for reasonable adjustments to students to enhance their experience within the university and optimise social and academic inclusion.

Student Wellbeing and Inclusion sits within Student Services which includes the Student Advice and Support Service, Careers Network, Centre for Faith and Spirituality, Security and Wardens and Library Services.

### Job Description

Job Grade: MA 7

#### Job Purpose

The remit of the Duty Assessment and Inclusion Team is to:

- a) Provide an assessment, signposting, referral service and information point for students with any presenting concern both centrally and within academic schools
- b) Provide short term practical support and referral to other services for students in crisis or immediate need.
- c) Take a lead role in the promotion of positive student health and wellbeing

To effectively manage the team, The Duty Assessment and Inclusion Manager will work closely with the Head of Student Wellbeing and Inclusion, Student Services Operational Manager and Security Manager to to ensure the accurate and efficient assessment and referral of students presenting with issues impacting on their positive wellbeing, including those requiring immediate support.

Postholders will also provide information, advice and guidance to students who allege bullying or violent assault, including sexual violence.

The post holder will collaborate with other specialist services in Student Wellbeing and Inclusion to ensure optimal inclusion of all students known to experience barriers to academic attainment and progression.

## Job Duties

- Manage the Duty Assessment and Inclusion Advisers, including day to day line management, practice supervision and conducting annual Performance Development Reviews and ensure the provision of practical support to students who have mental health problems or those presenting with complex issues at risk or in crisis
- Ensure that the Duty Assessment and Inclusion Advisers have clear protocols in place for assessment and referral
- Collaborate with the Centre for Faith and Spirituality and Student Services Operations Manager to provide a coordinated response in the event of a serious incident or death of a student.
- Meet regularly with the Head of Student Wellbeing and Inclusivity, Mental Wellbeing Manager and colleagues from the Medical Centre, as appropriate, to discuss any students of concern and agree support plans. This will sometimes include taking a lead in advising and supporting schools through the initial stages of the Fitness to Study procedure.
- Ensure Duty Assessment and Inclusion Advisers work within appropriate professional guidelines and have a working knowledge of the professional guidelines of other teams within the Student Wellbeing and Inclusivity
- Ensure Duty Assessment and Inclusion Advisers have a working knowledge of relevant legislation, e.g. Equality Act 2010, Health and Safety Legislation.
- Collaborate with the Student Services Operations Manager to ensure that the First Contact Team are appropriately trained and supported.
- Collaborate with the Mental Wellbeing Manager, Head of Security, local police and Student Support and Advice Centre to identify and analyse trends in demand and service usage to help inform the strategic planning and development of the service.
- Work with The Head of Student Wellbeing and Inclusion, Mental Wellbeing Manager and other stakeholders to develop and implement a University Student Crisis and Risk Management Policy and provide a level of support that ensures that the University applies an appropriate duty of care.
- Contribute to the development, promotion and management of a confidential student disclosure service that ensures appropriate safeguarding procedures are followed and that students experiencing violent assault or other incidents are appropriately advised and supported. This duty includes ensuring an ongoing programme of appropriate awareness raising training such as, First Responder Training.
- Liaise with Security and the local police to develop clear processes for sharing information and an 'out of hours' handover of student support that is GDPR compliant.
- Collaborate with The Mental Health Support Manager to Develop positive working relationships with external mental health agencies providing crisis intervention or urgent care with a view to establishing improved routes of access for the student population
- Ensure that self-help information and information which promotes student wellbeing is readily accessible to staff and students.
- Support Student Services senior management team in the continual review and development of the University's Safeguarding Policy and ensure a programme of staff training about the same.
- Contribute to an annual schedule of non-one to one support for students.
- Develop and promote a confidential disclosure service for students who have experienced harassment, bullying or violent assault, including sexual violence.
- Collaborate with the Loughborough Student Union (Student Voice) to develop a student to student mediation service.

## General

- **Undertaking any other duties commensurate with the grade of this role.**

## Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The Copyright © Loughborough University. All rights reserved.

detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to the Head of Student Wellbeing and Inclusion.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Significant experience of working in a supportive capacity for people in crisis.	1,3
	Experience of managing staff and service provision, working both operationally and strategically.	1,3
	Experience of working within a multi-disciplinary student services team.	1,3
	Experience of training different groups on issues related to promoting and maintaining personal wellbeing and safety.	1,3
Knowledge	An understanding of the specific needs of people with mental health difficulties.	1,3
	An understanding of the effect of discrimination and social exclusion in a Higher Education context.	1,3
	An understanding of issues that affect the participation and progression of people with mental health difficulties within Higher Education.	1,3
	A working knowledge of multiple models of social support e.g. medical, social, therapeutic	1,3
	A working knowledge of relevant legislation/statutory regulations as they apply to people with mental health difficulties in Higher and Further Education (e.g. Equality Act, Mental Health Act).	1,3
Skills and abilities	Ability to relate to a wide variety of people, and to work collaboratively with different organisations and University staff.	1,3
	Ability to set appropriate boundaries within a professional role and liaise effectively.	1,3
	Effective presentation skills.	1,2,3
	An ability to motivate, support and encourage staff.	1,3
	Ability to remain objective and consistently deliver management support and/or direct interventions based on thorough assessment of need and risk in situations of considerable pressure.	1,3
	Excellent communication and interpersonal skills and an ability to express ideas clearly and concisely in interpersonal contexts and in writing.	1,2,3
	Ability to work as an effective member of a management team, including the ability to support colleagues and contribute to operations and strategy.	1,3
	Ability to prioritise, plan and manage own and others' workloads in an environment of competing priorities and deadlines.	1,3

Training	Evidence of continuous professional development	1
Qualifications	Degree or vocational equivalent.	1
	Relevant professional or related qualification (e.g. Psychology, recovery, counselling, education, social work, occupational therapy, nursing).	1
Other	Confident and competent in the use of information technology in day-to-day work, including standard Microsoft Office applications.	1,3
	Ability to respond flexibly and positively to change.	1,3
	A commitment to development of staff and quality support services for students.	1,3
	Patience, persistence and creativity in a socially supportive role.	1,3
	Unsocial hours will be necessary at times.	1,3

#### Desirable Criteria

Area	Criteria	Stage
Qualifications	Post-graduate qualification in relevant area.	1

#### Conditions of Service

The position is FULL TIME/PART TIME and OPEN-ENDED/FIXED TERM. Salary will be on JOB FAMILY AND GRADE, SALARY BAND per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 1-5/STAFF GRADES 6 AND ABOVE, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

#### Applications

The closing date for receipt of applications is **DATE**. Interviews will be held on **DATE**