

WELLBEING ADVISER

Job Ref: REQ240884

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

The Department of Student Services encompasses the wide range of services available to support students in their time at Loughborough, including Student Wellbeing and Inclusivity, Careers Network, Student Advice and Support Service, English Language Support Service, Chaplaincy and the Wardens Service. The department has strong links with Academic Schools and other key professional services which are involved in supporting the delivery of an outstanding student experience. In the past academic year the department has dealt with in excess of 40,000 enquiries or contacts from students, staff and third parties and is integral to Loughborough's strong and enviable reputation for an outstanding student experience and excellent employment outcomes.

This post is an extension of the Wellbeing team in Loughborough, but the role will be predominantly based at our London campus. There will be an expectation to attend fortnightly team meetings at the Loughborough campus in the East Midlands plus attending an extended period during the induction.

Job Description

Job Grade: Management and Specialist 6

Job Purpose

To provide first line guidance, advice and support to students on wellbeing issues within the appropriate level of professional competence. This may include, but is not limited to, issues such as:

- disability support
- mental health support
- medical issues
- financial support
- dyslexia, dyspraxia and other specific learning differences
- emotional wellbeing
- attendance issues
- alcohol/ substance misuse
- sexual health
- safeguarding concerns
- cultural issues/ integration

Such support may be provided in one-to-one meetings with students in which support, advice and guidance are identified or via support provided to staff working with students.

Job Duties

1. To meet with, discuss and advise students on the range of wellbeing issues as set out in the Job Purpose above.
2. To refer students on to appropriate professional services (e.g. Counselling, Disability Office, Mental Health Support, Student Advice and Support Service) for more specialist support and to external agencies where required.
3. To work with colleagues in central support services and school-based colleagues to ensure that any local or school-based arrangements and support for students is effective, practical and appropriate.
4. To keep appropriate electronic records of meetings with students, using Co-Tutor for example.
5. To provide support and advice to school colleagues (academic and non-academic) in relation to wellbeing issues.
6. To act as a point of contact and channel of communication between Professional Services, Academic Schools and the Wardens Service, enabling the regular flow of information in all directions, subject to appropriate data sharing arrangements.
7. To make senior colleagues in the Academic School or in an appropriate Professional Service aware of any concerns regarding risk to an individual or groups of students.
8. To work with colleagues to ensure information on the support available for wellbeing issues is disseminated as part of the School induction process and on an ongoing basis.
9. To work with School Admissions Tutors to ensure wellbeing support is promoted and explained to prospective students, including at Open and Visit Days.
10. To provide advice and information to Placement Tutors/ staff working with placement students on wellbeing issues.
11. To participate in cross-university groups and projects concerning wellbeing support and support in academic schools.
12. To undertake training and CPD necessary to carry out the role of Wellbeing Adviser effectively and safely.
13. To keep data on the issues students present, including any trends or 'hotspots'.
14. To network with equivalent posts in the sector in order to maintain best practice and keep abreast of current developments in the field.
15. To work with our accommodation partners on building relationships with their welfare team, to be the point of contact for wellbeing concerns.
16. Support with registration and other duties around the registration and induction period.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

The Wellbeing Adviser role will report to the Student Wellbeing and Inclusivity Team but will be based predominantly at the London campus. We expect the post-holder to spend time in both physical locations (Academic School and Student Services).

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 be committed to observing the University's Equality and diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality and diversity legislation and University policies/procedures.

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

Organisational Responsibility

Reports to the Lydia Leney and Julie Winfield

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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	Proven experience of working in a supportive capacity with individuals across a range of wellbeing issues (mental health, disability, emotional wellbeing).	1, 3	
	Proven experience of working in an educational setting to provide support to students.	1, 3	
	Proven experience of working in a multi-disciplinary team, or an environment with multiple stakeholders, to provide support to individuals.	1, 3	
Skills and abilities	Ability to deal confidently and sensitively with the range of wellbeing issues which an individual may present with.	1, 2, 3	
	Ability to assess individual needs and identify the appropriate support and signposting required to address these needs.	1, 2, 3	
	Ability to form relationships with colleagues across a number of role types in a way which builds mutual respect and trust.	1, 3	
	Ability to use IT effectively to enhance working practice, including use of Outlook, Word and Excel.	1, 3	
	Ability to work within appropriate boundaries and with due regard to personal safety and the safety of others.	1, 2, 3	
	Ability to work in a way which promotes individuals' independence and resilience.	1, 2, 3	
	Excellent communication and interpersonal skills.	1, 3	
	Excellent organisational skills, including the ability to work flexibly across a number of locations.	1, 3	
	Ability to work effectively under pressure.	1, 3	
	Ability to liaise with others as appropriate within the boundaries of confidentiality.	1, 2, 3	
	Knowledge	A sound knowledge of relevant equality and safeguarding legislation.	1, 3
		A sound knowledge of issues within Higher Education.	1, 3
	Training	Evidence of continuing professional development.	1
Qualifications	Educated to degree level or equivalent.	1	
Other	Enhanced DBS check	1	
	Confident, enthusiastic and positive approach.	3	
	Commitment to observing Equality & Diversity policy at all times	1, 3	

Desirable Criteria

Area	Criteria	Stage
Experience	Proven experience of working in a supportive role at a Higher Education Institution.	1, 3
	Experience of providing direct support to individuals in crisis or distress.	1, 3
	Proven experience of devising and delivering training in a professional context.	1, 3
Knowledge	Knowledge of Disabled Students Allowance.	3
	A detailed understanding of the range of internal and external support available to students for a range of wellbeing issues.	3
Qualifications	A recognised qualification in mental health or disability support.	1

Conditions of Service

The position is **full-time** and **open-ended**. Salary will be on **Management and Specialist, grade 6, plus London Weighting £3,606** at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff, 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 are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>. We also offer childcare voucher scheme.

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.