**Job Title: Student Wellbeing Advisor**

**Reports to:** Academic Director (Quality and Student Experience)

**Key Contacts:**

*Internal:* Academic Directors, Head of Department, All Faculty Members  
*External*: GPs, Care Coordinators, NHS Contacts

**Overall Purpose of the Role:**

Working as part of the Student Wellbeing team to ensure students are effectively supported, the Service contributes to key strategic aims such as retention, achievement and satisfaction by delivering services in support of positive mental health amongst students, through direct work with students, support for other staff and liaison with external agencies.

**Key Responsibilities:**

* To act as a specialist point of reference for advice on student mental health matters
* To offer individual support for students presenting with mental health difficulties: assessing mental health and learning needs, offering self-help strategies and information, referring to appropriate agencies and assisting the student in liaising with other staff as necessary
* To provide appropriate support for individuals experiencing relational distress and other issues that may have an impact on a student’s ability to continue and achieve in studies
* To provide information and support to students with wellbeing needs
* To develop and deliver non-therapeutic support services aimed at enabling study, specifically for students with mental health difficulties.
* To respond to and manage (where appropriate) CRISIS response.
* To ensure provision of information, advice and guidance on psychological health, in the context of learning
* To provide support to staff who are working with students with mental health difficulties
* To be part of a team providing a package of distinctive student support activities
* Maintain confidentiality in accordance with the wellbeing team’s principles of confidentiality.

**Administration and Data Management:**

* Maintain accurate, GDPR compliant records of student interactions and attendance, ensuring efficient reporting and follow-up.
* KPIs for the role would be driven by engagement, awareness and feedback of the service.

**Qualifications and Experience:**

**Education**

* Degree or equivalent
* Relevant qualifications/ training in a field such as MH Nursing, Psychology, Social Work, Occupational Therapy
* To be a member of or willing to join University Mental Health Advisers Network (UMHAN)

**Experience**

* Appropriate work experience with adults and mental health difficulties
* Ability to respond sensitively to needs to students experiencing mental distress
* Understanding of issues affecting students experiencing mental health difficulties in HE

**Knowledge/Skills**

* Able to respond sensitively to the needs of students experiencing mental distress.
* Able to recognise and manage CRISIS situation.
* A demonstrably high level of personal discretion and judgement especially when dealing with sensitive or confidential information
* Strong organisational skills with the ability to work proactively to identify and resolve problems
* Adaptable, self-motivated, and able to work independently with minimum supervision
* Ability to work within professional boundaries.
* IT literate with a sound knowledge of Microsoft Office, especially Excel spreadsheets

**Attributes and Values:**

* A proactive, student-centred approach with a strong passion for helping students
* Ability to maintain personal and professional boundaries
* Ability to empathise