1 Advertisement

Post Title: Student Wellbeing Manager  
School/department: Wellbeing, Therapeutic and Residential Life Services  
Hours: Full time (37.5 hours) - Requests for flexible working options cannot be considered due to the needs of the business as this post includes crisis cover during University office hours.  
Contract: Permanent  
Reference: 5731  
Salary: starting at £33,797 to £40,322 per annum  
Closing date: 23 June 2021. Applications must be received by midnight of the closing date.  
Expected Interview date: 29 June 2021  
Expected start date: TBC 2021

The Department of Wellbeing, Therapeutic and Residential Life Services, within the Directorate for the Student Experience, is seeking to appoint an experienced clinical practitioner and administrator to the role of Student Wellbeing Manager. We are looking, in particular, for a mental health practitioner with a background as a nurse/social worker and/or has experience of working within acute mental health services and/or secondary mental health services.

Good student mental health is the priority of the Student Wellbeing Manager role. Consequently, the role-holder will require the ability to assess both mental health and mental capacity of individual students; to manage the Imminent Risk and Cause for Concern systems across the University; to chair some Fitness to Study panels and to share the responsibility for work across the University related to the prevention and response to sexual misconduct and domestic abuse.

The Student Wellbeing Manager will manage student cases collaborating and consulting with the wider divisional staff i.e. Disability support and Student Life Centre as well as NHS professionals as required, to ensure the safety and wellbeing of students. The role’s contribution to the delivery of proactive initiatives around mental health and wellbeing as part of the wider mental health strategy will be critical in the development of the service.

The Student Wellbeing manager will also manage the Wellbeing team which includes the Student Wellbeing Coordinator and Student Volunteer/Connector teams. The Wellbeing team leads on developing a proactive, preventative Wellbeing programme to promote health and wellbeing across our student population with the aim of improving the student experience. This will involve developing and maintaining productive working relationships with external partners in the Community such as the NHS, the Local Authority, the police and charities/services to facilitate student access. This will be in addition to developing and maintaining productive working relationships with internal partners and stakeholders in delivering the above objectives.

The Student Wellbeing manager will also need to identify and respond proactively to potential threats to student wellbeing through the creation of guidance, care-pathways and the provision of associated staff-training.
An innovative, risk-conscious approach, sound judgement and diplomacy, as well as the ability to work under pressure within a complex organisational structure are essential attributes required of the post holder.

Excellent interpersonal skills, including the ability to build relationships, respect confidentiality, and be able to navigate complex situations in a sensitive and professional manner. Highly developed written and oral communication skills are essential as well as a positive and flexible approach to the role and the service.

Please contact Ann Mitroupolou, A.Mitroupolou@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

_The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds._

2. **The School / Division**

Please find further information regarding the school/division at [www.sussex.ac.uk/wellbeing](http://www.sussex.ac.uk/wellbeing)
3. Job Description

Job Description for the post of: **Student Wellbeing Manager**

**Division:** Student Experience

**Section/Unit/School:** Wellbeing, Therapeutic & Residential Life Services

**Location:** Health Centre

**Grade:** 7

**Responsible to:** Head of Wellbeing, Therapeutic & Residential Life Services

**Responsible for:** Student Wellbeing Coordinator; Student Volunteer/Connector teams

**PRINCIPAL ACCOUNTABILITIES**

1. To manage and evaluate mental health crisis protocols/systems across the Student Experience Division under the guidance of the Head of Wellbeing, Therapeutic and Residential Life Services. This will include chairing/facilitating various meetings across the Student Experience Division including Imminent Risk, Cause for concern, and also the assessment of both individual student mental health and mental capacity when required.

2. To chair/facilitate/attend various meetings across the Student Experience Division including Suicide Safer Universities and Fitness to Study/return and Safeguarding working group and Consent steering group meetings.

3. To represent the University in various Community networks and liaise/promote productive relationships with both internal and external partners/stakeholders associated with Student Wellbeing to promote continuing innovation and facilitate student access to services.

4. To provide Wellbeing information, guidance and training for both students and staff in the Student Experience Division: this will include the creation and regular review of policy, guidance and care/referral pathways in areas associated with Student Wellbeing and under the guidance of the Head of Wellbeing, Therapeutic and Residential Life Services.
5. To recruit, develop and manage the Student Wellbeing team with the help of the Student Wellbeing Coordinator. To design and deliver an annual repeating cycle of student health and wellbeing health promotion activity, to include: the development of promotional material/information, drop-ins, workshops and seminars.

6. To share the responsibility for work across the University related to the prevention and response to disclosure of sexual misconduct, domestic abuse, hate crime etc.

7. To manage a budget linked to health promotion and staff training activity

8. To be part of an out-of-hours rota related to student crisis

**KEY RESPONSIBILITIES**

1. To manage and evaluate mental health crisis protocols across the Student Experience Division under the guidance of the Head of Wellbeing, Therapeutic and Residential Life Services. This will include chairing/facilitating various meetings across the division including Imminent Risk, Cause for concern and also the assessment of both individual student mental health and mental capacity when required.

1.1 To conduct clinical assessments, assess mental capacity and to evaluate levels of risk, functioning and wellbeing. Where necessary to take appropriate, sometimes urgent, action in consultation with colleagues within the university and outside agencies if necessary.

1.2 To manage the Imminent Risk Protocol for the University; facilitating/chairing meetings between 9am and 5pm on weekdays; writing up notes and following-up actions.

1.3 To manage the Cause for Concern protocol/system for the University, facilitating/chairing meetings between 9am and 5pm on weekdays; writing up notes and following-up actions.

1.4 To work with relevant colleagues across the division and wider university if appropriate on the management of serious student cases by attending weekly Level 1 case review meetings and minuting the proceedings.

1.5 To develop and deliver workshops, presentations and staff training on mental health – internally or with the help of external agencies.
1.6 This work is sometimes likely to take place outside usual office hours. Lieu time for this can be taken within the next immediate working week.

2. To chair/facilitate/attend various meetings across the University and externally, including Imminent Risk, Cause for concern, Suicide Safer Universities and Fitness to Study/return and Safeguarding working group and Consent steering group meetings.

2.1 To liaise with colleagues across the Division and in the Schools to chair/facilitate timely meetings in which complex actions and outcomes.

2.2 To ensure that the actions from these meetings are minuted, carried out and communicated to University colleagues.

2.3 To liaise with practitioners in primary and secondary NHS care; statutory services and in the voluntary services to facilitate student care in accordance with the actions and outcomes decided in these meetings.

3. To represent the University in various Community networks and liaise/promote productive relationships with both internal and external partners/stakeholders associated with Student Wellbeing to promote continuing innovation and facilitate student access to services.

3.1 To attend and represent the University at Local Authority operational groups such as those held for sexual violence, domestic abuse, alcohol & drug misuse, sexual health etc.

3.2 To attend and represent the University at MARAC (Multi-Agency risk assessment conference for domestic abuse) when necessary.

4. To provide Student Wellbeing information, guidance and training for both students and staff in the Student Experience Division: this will include the creation and regular review of policy, guidance and care/referral pathways in areas associated with Student Wellbeing and under the guidance of the Head of Wellbeing, Therapeutic and Residential Life Services.

4.1 This information, guidance and training includes mental health, sexual violence & abuse; domestic abuse (including harassment such as stalking); sexual health, substance misuse (including alcohol) and contagious diseases.
4.2 To have overall responsibility for the content of the advice, information and guidance published on the Wellbeing web pages.

4.3 To regularly review policy, guidance and care/referral pathways for Student Experience staff on wellbeing issues including sexual and domestic violence, hate crime etc.

5. To recruit, develop and manage the Student Wellbeing team with the help of the Student Wellbeing Coordinator. To design and deliver an annual repeating cycle of student health and wellbeing health promotion activity, to include: the development of promotional material/information, drop-ins, workshops and seminars.

5.1 To ensure that these activities are co-created with student volunteers/connectors and in partnership with other departments with a complementary remit, such as Residential Life and Widening Participation.

5.2 To ensure that these activities and events provide an opportunity for external services such as the NHS, statutory commissioned services and third sector organisations to promote their services to our student population.

5.3 To ensure that this work is done in partnership with the Students’ Union and Student Societies and Sports clubs wherever possible – in particular with regards to the annual Wellbeing Week and Mental health days.

5.4 To ensure that health promotional campaigns will be highly visible, engaging, and aimed specifically at the student population and its health/wellbeing concerns. Areas covered will include loneliness, homesickness, healthy relationships, registering for health care, alcohol, drug-use, sexual health, exam stress, anxiety management, sleeping well etc.

6. To share the responsibility for work across the University related to the prevention and response to disclosure of sexual misconduct, domestic abuse hate crime etc.

6.1 To share the facilitation/administration of Sexual violence/domestic abuse steering meetings and to ensure that any actions are carried out.
6.2 To maintain the online and in-person healthy relationship training programmes for students.

6.3 To organise the production and distribution of any promotional materials associated with this area.

6.4 To deliver and facilitate training by external organisations for student-facing staff across the university, on policy and guidance related to this role. Examples include Sexual and domestic violence disclosure; hate crime and Cyber abuse disclosure; pre-trial therapy; etc.

7. To manage a budget linked to health promotion and staff training activity.

8. To be part of an out-of-hours rota related to student crisis.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Proven and sustained track record of clinical assessment and administration appropriate for the post.

- University Colleagues and students have a clear understanding of provision and appropriate access providing positive feedback

- Service development that reflects the clear needs of the client groups and is responsive to changing needs of students and the sector

- Collaborative and joined up working with department, division and university which enhances efficiency and contributes to the lowering of risk.
4. **Person Specification**

**ESSENTIAL CRITERIA**

- Educated to degree level or equivalent.
- Excellent presentation, report writing and data management skills.
- Experience of leading/facilitating meetings
- Ability to initiate and develop effective and appropriate relationships with others working at all levels both within the university and in the local community.
- Excellent communication and interpersonal skills with the ability to respond sensitively and appropriately to the needs of students and staff.
- Extensive experience of managing a complex workload and evidence of administrative excellence
- The ability to use a range of IT systems including administrative applications, social media and aptitude to adapt to and utilise a range of student-case databases.
- Willingness to collaborate and work in a flexible way to support service delivery as required.
- Ability to take personal responsibility for own actions to deal with situations or challenges willingly and effectively.
- Can demonstrate the ability to make well informed decisions, provide sound guidance and exercise judgment objectively in a variety of situations
- Experience of direct work offering advice, guidance and support to clients experiencing emotional and psychological difficulties
- Sensitivity to the circumstances of students, including cultural awareness and an understanding of the lives of different groups of students. Actively promotes inclusion, equality and diversity
- Demonstrable ability of being self-motivated, with the ability to work under pressure and to tight deadlines.
- Ability to advise in crisis situations if necessary and to engage in appropriate relationships with individuals by maintaining appropriate professional boundaries.
ESSENTIAL ROLE-SPECIFIC CRITERIA

- Member of a relevant professional organisation such as BACP, UKCP, BABCP, HCPC, GMC etc.

- Qualified practitioner with a background as a nurse/mental health/social worker and/or has experience of working within acute mental health services and/or secondary mental health services or equivalent.

- Extensive clinical experience in a hospital, Higher Education Institute or equivalent.

- A comprehensive understanding of mental health issues in higher education comprising an awareness of interventions designed to promote better student mental health

- The capacity for resilience in managing the challenges and responsibility of student mental health cases.

- Successful completion of an enhanced DBS check.

DESIRABLE CRITERIA

- Relevant postgraduate qualification.

- Experience of working in the Higher or Further Education sector

- Experience of contributing to the development of polices, frameworks and regulations.

- Experience of planning for and managing a budget

- Experience of leading, managing and developing a team in HE or similar complex organisation