



**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Student Wellbeing Education Officer				
DEPARTMENT	Student Wellbeing Centre				
LOCATION	Student Affairs				
JOB NUMBER	SA9084	GRADE	5	DATE	November 2020
REPORTS TO	Head of Student Wellbeing				

CONTEXT

To support the University's Student Wellbeing Centre, working both independently and as part of a team to provide a professional service to students. The Student Wellbeing Team are experienced and highly regarded within the University. Guiding principles include a commitment to continuous improvement, the development of leading-edge, student informed services and working in a supportive and collegial way

JOB PURPOSE

Coordinate first tier wellbeing support to ensure that all students have appropriate advice and guidance, to include low level interventions or referrals onwards to second tier support and to ensure that our student's emotional wellbeing is at the forefront of our work.

KEY RESPONSIBILITIES

First tier wellbeing support

- Provide confidential specialist wellbeing support as a first tier to our students which will include signposting to secondary tier or external services.
- To deal independently and promptly with the more complex and sensitive non-routine enquiries made in person, telephone, mail and e-mail which are received from students, academic staff, colleagues within Student Affairs, and other internal departments, franchise colleges, funding bodies and other stakeholders, taking prompt and effective action. Making appropriate decisions and ensuring that you have responded at an appropriate first tier level
- Frequent requirement to deal (in the absence of relevant professional staff) with very distressed students, or staff and to ensure their safety and support. Ensuring a responsive and sensitive approach and considering all avenues, making necessary independent decisions which may include you contacting internal/or external agencies i.e. colleagues within Student Affairs, Health Centre or Emergency Services.

Staff Development and Awareness Raising

- Independently deliver monthly Student Wellbeing awareness training sessions within the University networks (Colleges and Service departments).
- Operate and maintain the Student Wellbeing website and portal pages including writing

its content, design, layout and construction.

- Design, produce and deliver promotional material to be used to raise awareness of key themes including but not limited to mental health promotion, sexual violence promotion and general wellbeing.
- Organise and deliver our Welcome Week strategy.
- Deliver on behalf of the Wellbeing and Mental Health Advisors key workshops throughout the academic year to include Exam Stress, Getting Organised, Homesickness and Presentation Skills and others which may be developed.

Project Work

- To lead in regular departmental projects, which includes developing of resources which will be used by key stakeholders i.e. Heads of Departments, Colleges and the wider University community. Work collaboratively with the Student Union on coordinating annual events for example International Day of Disabled Persons, and Disability Sports which feeds into the University Equality strands.
- Support the work of the Wellbeing and Mental Health Advisors in design and delivery of Wellbeing Wednesdays, WOW Summer School and other numerous projects and campaigns which the service will deliver throughout the academic year.

Budgets

- To manage and allocate necessary funding for Educational Psychologist Assessments, ensuring all monies are accurately recorded working to a prescribed budget and ensuring all documentation is recorded.
- To raise and process requisitions on the University's Finance system, Technology1, when required.

General

- Provide administrative support to the Head of Student Wellbeing and the Student Wellbeing Team, ensuring a high standard of accuracy at all times, to include the taking of concise minutes at meetings (both internally and externally).
- Attendance at the Education and Student College Committee meetings to represent the work of the Student Wellbeing Team.
- To lead in the Application Administrator role, including operating, maintaining and making necessary database changes. Has a responsibility to ensure that all paper records are kept in accordance with Data Protection Policies on recording sensitive information.
- To maintain and develop a comprehensive set of statistical spreadsheets in order to monitor accurately all aspects of business operations within the Assessment Centre including providing sets of data analysis to the Centre Manager. This to include analysis and interpretation and providing a time-bound report (KPI's) to external Quality Assurance Agency (DSA-QAG).
- Proof needs assessment reports to quality assurance standard (DSA-QAG).
- To independently manage a range of waiting lists in relation to room availability of client appointments in close conjunction with the personal diaries of Student Wellbeing staff, the Assessment Centre and external consultants. Provide detailed information to the

Head of Student Wellbeing to inform short and longer-term resource allocation. To be responsible for liaising between the Disability Advisors, students and external agencies to co-ordinate the provision of student co-workers, whilst maintaining an accurate recording system so support can be monitored

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

The post will involve working flexibly, including the need to work at the request of the line manager "out of hours" either to deal with urgent situations or occasionally for pre-arranged events e.g. Open Days. The post will involve working across all the University's campuses.

Key working relationships/networks

Internal	External
Students Director of Student Affairs Seniors within Student Services and the Student Support Centre All Student Service and Student Support Staff Staff from across Student Affairs Colleges and Schools Sessional Counsellors Academic Staff Accommodation	Crisis Team Early Interventions Team Single Point of Access (SPA) General Practitioners NHS services in Lincolnshire and nationally Voluntary Sector Services NNAC DSA - QAG Student Finance England QAA Office for Students NADP



**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

UNIVERSITY OF
LINCOLN

JOB TITLE	Student Wellbeing Education Officer	JOB NUMBER	SA9084
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
University Degree or equivalent experience.	E	A
Experience:		
Significant experience of working in a HE environment	D	I
Experience of working with people and disabilities	E	A,I
Experience of developing and delivering training to staff at all levels	E	A,I
Experience of managing a team.	E	A,I
Skills and Knowledge:		
Knowledge of the range of adjustments necessary to meet the needs of disabled students, including a good understanding of the Disabled Students' Allowance Scheme.	E	I
Good knowledge of the learning environments experienced by disabled students.	E	A,I
The ability to understand, interpret and explain complex issues such as medical evidence, educational psychologist reports and guidelines such as those relating to the Equality Act.	E	A, I
An understanding of the Equality Act as it applies to HE.	D	I
Ability to design, produce and deliver promotional material to be used to raise awareness of key themes.	E	A, I, P
Excellent interpersonal skills and ability to respond sensitively and appropriately.	E	I
Analytical and problem solving, with the ability to gather information during an interview.	E	A, I
High level of written and oral communication skills.	E	A, I
Effective budget management	E	A, I
Competencies and Personal Attributes:		
Commitment to attaining excellent professional standards in a professional support department.	E	A,I,R

Discretion	E	A,I,R
Ability to prioritise competing demands	E	A,I,R
Commitment to professional courtesy towards all colleagues	E	A,I,R
Demonstrates a positive attitude	E	A,I
Good organisational skills.	E	A,I
Ability to work on own initiative and as part of a team	E	A, I
A clear commitment to working to promote Equal Opportunities.	E	A, I
Commitment to training and continuing professional development	E	A, I
Business Requirements:		
Willingness to travel, whether between campuses or elsewhere, on University's business	D	
Flexible hours to accommodate occasional evening and weekend work	D	

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	JS	HRBP	SL
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