



**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Mental Health Support Officer				
DEPARTMENT	Student Wellbeing Centre				
LOCATION	Student Services				
JOB NUMBER	SA9295	GRADE	5	DATE	February 2023
REPORTS TO	Senior Mental Health Advisor				

Context

The individual appointed will be a member of the Student Wellbeing Team, to work under the guidance of senior colleagues/manager. To be based within Student Services, and expected to work closely with colleagues in Student Services and across the University.

Job Purpose

The post holder will have be involved in co-ordinating support for students who have disclosed a Mental Health condition and in responding to students who present with mental health difficulties that they have not disclosed in advance. In addition, where appropriate, the post holder will also provide support to students with a range of disabilities.

Key Responsibilities

Wellbeing Support

- To work under the direction of senior colleagues/manager, the MHSO would co-ordinate support for those with low to moderate symptoms of mental health and/or circumstances that have affected their wellbeing.
- To work under the direction of senior colleagues/manager, the MHSO would be involved in the coordination of support following the reintroduction of students into the University following a period of interruption.
- Provide a flexible service to meet the need presented, including flexible working as required.
- To work under the direction of senior colleagues/manager, in expanding knowledge within the Mental Health/Wellbeing field
- To take a key role in working with students who are engaging with Tier 1 self-help support

On-going Support

- Work in conjunction with the Wellbeing Service and Counselling Service, particularly in planning service provision for students arriving at University for the first time. To work towards gaining knowledge/experience in liaising with student's home mental health teams including Psychiatrists and Community Psychiatric Nurses to seek guidance regarding appropriate signposting or referrals from senior colleagues/manager.
- Under the guidance of senior colleagues/manager to meet with individual students to assess support requirements; liaise with other agencies; provide one to one support as required; contribute to the DSA assessment of needs process as appropriate.
- Work closely with University Health Centre; and liaise with other Primary Care Services and GP practices under the direction of senior colleagues/manager.
- Develop knowledge while maintaining professional relationships with Early Intervention; Crisis Intervention and Disordered Eating teams and continue to develop close working relationships with other Secondary Care and specialist services.
- Provide on-going one to one support to students
- Liaise with parents and families as appropriate.
- Support students in decisions about suspension or withdrawal and ensure students access appropriate advice such as financial support when planning best course of action.
- Ensure specific student needs are met e.g. ensuring international students access the service and are aware of visa issues when providing mental health intervention.
- Undertake general disability work including casework and dealing with queries from staff and students.

Supporting the wider University

- Provide specialist advice and support to Schools, Academic Colleagues, the SU, Accommodation, other professional services and the Student Support Centre, about the needs of students with mental health difficulties.
- Advise, support and intervene where necessary, to assess and provide first line support.
- To support the Mental Health Advisors to construct coordinated support plans involving both Schools and other professional services, working with specialist external mental health and medical services.

Staff Development and Mental Health Promotion

- To work with colleagues in the design and delivery of general mental health awareness and training to academic and professional services staff through the Human Resources Learning and Development Team and bespoke training at the request of Schools and Departments.

- Contribute to the development and delivery of mental health promotion literature and activities.
- Develop materials that promote mental health awareness and information within the University and in partnership with external agencies to increase uptake of support by vulnerable students.
- Promote positive mental health within the student population.
- Promote mental health services specifically tailored to the needs of International students.

Development and Awareness Raising

- Operate and maintain the Student Wellbeing Mental Health social media pages /website / portal pages including writing its content.
- Plan and maintain a range of social media materials and manage the schedule and delivery of relevant posts.
- Assist with the design, production and delivery of support materials that promote campaigns and wellbeing awareness and key information, to support messages delivered face to face, with a specific focus on transitional mental health and wellbeing.
- Assist in the organisation and delivery of transitional workshops to support our new students, to include (but not limited to) transitioning into University and self-help support.

Liaison Activities

- Attend regular liaison meetings with the Wellbeing Service, Counselling Service, other professional services and Schools/Colleges
- Liaise with external agencies to support and encourage the development of local mental health provision to address changing needs of the student population and the appropriate matching and designation of specialist mental health services.
- To be involved in development of protocols and operating procedures with external agencies to maximise the accessibility of services to students and effective crisis response.
- To work with senior colleagues in developing and maintaining local and national networks in the field of mental health support for HE.

Administration

- Complete administration necessary for the role and the requirements of the department; to include but not restricted to: detailed record keeping of all interactions with individual students to include appointments, notes, referral letters to services; extenuating circumstances and suspension requests, letters to Student Loan Company relating to DSA applications and requests for additional funding because of compelling personal circumstances, supportive letters with respect to release from accommodation requests.
- Provide data and regular feedback to the Head of Student Wellbeing.

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 situations requiring an immediate response or occasionally for pre-arranged events e.g. Open Days. The post will involve working across all the University 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 Student Finance England UHMAN NNAC DSA - QAG



**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

JOB TITLE	Mental Health Support Officer	JOB NUMBER	SA9295
Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)	
Qualifications:			
Degree or equivalent.	D	A	
A' level qualifications or equivalent experience.	E	A	
Working within the disability field, to include psychiatric social worker, nurse who specialises with working with people in the community with mental health or occupational therapist,	D	A,I	
Experience:			
Experience of working within the mental health field.	E	A,I	
Experience of responding proactively to mental health issues.	E	A,I,R	
Experience of providing support to alleged victims or perpetrators of sexual violence.	D	A,I	
Experience of working within Higher Education.	D	A,I	
Experience of working within a team and on own initiative.	E	A,I,R	
Experience of managing a varied case load	E	A,I,R	
Skills and Knowledge:			
Knowledge of the Equality Act as it relates to Higher Education.	D	A,I	
An understanding of the specific needs of students with Mental Health conditions in a higher education context.	D	A,I	
Knowledge of the disability field, sufficient to undertake the generic responsibilities of the post.	D	A,I	
Competencies and Personal Attributes:			
High level of interpersonal skills.	E	A,I,R	
Ability to work under pressure, including working with large numbers of at risk and vulnerable students and to prioritise workload	E	A,I,R	
Clear commitment to working to promote equal opportunities.	E	A,I	
Written and oral communication skills appropriate to the post	E	A,I	
Business Requirements:			
Flexible hours to accommodate occasional evening and weekend work	E	A/I	

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	AB	HRBP	SP
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