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# University of Sunderland

## Role Profile

### Part 1

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lifechanging



**University of  
Sunderland**

#### Type Job Title

Job Title:	Wellbeing Adviser (Counselling)
Reference No:	
Reports to:	Senior Wellbeing Adviser
Grade:	E
Working Hours:	
Faculty/Service:	Student Journey / Wellbeing
Location:	Edinburgh Building/Gateway

#### Main Purpose of Role:

To contribute to a productive, collaborative and supportive team climate, ensuring that high professional and ethical standards are maintained.

This role is to work as part of a wider integrated multidisciplinary team working therapeutically with both staff and students.

Whilst the role mainly involves working with individuals it is expected that the role holder will deliver a wide range of group work and workshops.

This role is also responsible for the joint delivery of the promotion and delivery of a range of health related campaigns and events.

#### Key Responsibilities and Accountabilities:

- Provides initial assessments and is able to refer appropriately
- Provides support for those in distress or requiring long term, complex support
- Is solution focused and proactive in approach
- Delivers ongoing therapeutic Counselling to students experiencing a wide range of difficulties
- Can provide support and intervention face to face, by phone and by Skype.
- Can facilitate therapeutic groups and workshops to meet identified need
- Is able to respond effectively to queries and concerns of staff, students and family members
- Works to empower the student but can advocate on their behalf as and when required
- Adheres to service policy and procedures and contributes to the provision of effective Wellbeing student support protocols
- To ensure the Senior team are updated relating to any areas of risk.
- To attend case conferences as and when required.
- Is proactive in encouraging students' resilience and supports in promoting Silvercloud and other relevant resources

- Uses agreed outcome measurement tools and contributes effectively to measuring value and impact
- To provide service information and data to demonstrate value and impact and to inform future service development
- To contribute to Service projects and initiatives as appropriate
- Ensures calendar and record keeping is up to date and complete
- Is committed to ongoing continuous professional development and brings back learning to share with the team
- To maintain relevant professional registrations, accreditation and memberships
- Actively promotes the Wellbeing team and Student Support Services at promotional events
- Represents the Wellbeing team in the absence of Senior Wellbeing staff where appropriate
- Liaises effectively with University wide services and staff.
- Liaises with external services and relevant support networks as and when required.

Special Circumstances:

- The Wellbeing team provide evening sessions as part of core hours.
- Attendance at Open Days and other events as required.
- Work across University campuses.
- May be required to provide emergency and crisis intervention (including out of hours) as a part of a shared provision

## Part 2A: Essential and Desirable Criteria

### *Essential*

#### **Qualifications and Professional Memberships:**

- Minimum of a Degree in Counselling or Psychotherapy.
- BACP / BABCP Accreditation or other appropriate professional accreditation.

#### **Knowledge and Experience:**

- Experience of working autonomously and in a multidisciplinary team
- Experience in working with clients who are emotionally overwhelmed.
- An appreciation of the wide range of issues students present with and an awareness of the wider context impacting on the student experience.
- Ability to demonstrate clinical assessment skills and negotiate with each student the appropriate intervention and contract of work.
- Experience of providing time limited brief therapy.
- Experience of using outcome measurement tools.
- Experience of managing urgent and complex clinical situations with clients including managing risk.
- Experience of delivering guided or supported self - help interventions
- Experience of liaison with a range of stakeholders and partners
- Demonstrable IT skills

#### **Key Knowledge and Expertise (generic):**

- A demonstrable understanding of a wider range of wellbeing and health risks and support needs
- A demonstrable understanding of service impact measurement
- A demonstrable knowledge of the HE environment and the issues that can impact upon students
- A working knowledge of legislation relevant to the role
- High level communication and inter-personal skills
- Flexible and adaptable in approach
- Innovative and enterprising
- Self-assured and resilient
- Collegiate and Collaborative

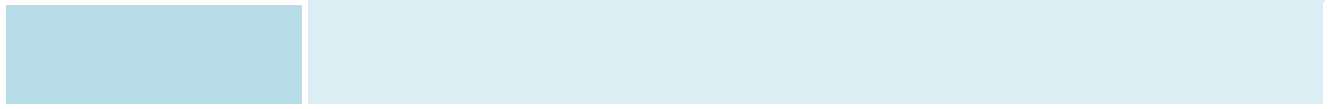
#### **Key Knowledge and Expertise (specific)**

- Knowledge and understanding of good practice in Mental Wellbeing
- Knowledge of national health trends and issues

### *Desirable*

#### **Qualifications, Experience and Professional Memberships:**

- Experience of working within FE / HE
- Experience of working as part of occupational health provision, offering counselling to employees.
- Experience of leading therapeutic group work





#### Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

##### Analysis & Research

##### Communication

###### Oral Communication

###### Written Communication

Able to apply effective communication skills to facilitate the resolution of a wide range of issues confidently and effectively.

To analyse data from a variety of sources and write reports and presentations as required by the Head of Service for a range of audiences.

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##### Decision Making

###### Independent Decisions

###### Collaborative Decisions

##### Planning and organising

With a pragmatic approach to work and being goal orientated, you will be able to work under pressure and manage a varied workload within conflicting deadlines.

##### Provision of Advice

##### Initiative & Problem Solving

Able to work autonomously where required.

To work alongside Head of service in service development.

##### Liaison & Networking

##### Pastoral Care & Welfare

Customer services and support To ensure effective and professional customer service

	<b>Planning &amp; Organising Resources</b>
	<b>Service Delivery</b>
	<b>Teaching &amp; Learning Support</b>