



Job Description

Job Title:	Mental Health Adviser
Salary Band:	Band 4
Working Hours:	Full Time – 35 hours per week (for nominal purposes)

Overall purpose/accountabilities:

Provide management and effective operation to a professional, specialist advice, guidance, and support service to all students at the University of Sunderland in London (UoSiL) with a focus on those with diagnosed or emerging mental health conditions.

Provide mental health support to a caseload of students including those who have more severe, complex, and enduring difficulties; ensuring students obtain appropriate treatment and support to successfully complete their studies.

Provide effective liaison across the university and between statutory, third sector and external providers in the provision of support, including crisis response, for students.

Support, develop and promote mental health prevention and wellbeing strategies, contributing to wider UoSiL strategic objectives.

Support the Head and Assistant Head of Service for Students in the continuous review and development of service provision.

Be a key member and representative of the wider Services for Students team, working collaboratively as part of an integrated service to deliver a high-quality student experience.

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to Assistant Head of Services for Students

Staff reporting to this job: N/A

Main duties:

Provide effective delivery of the mental health and wellbeing support provision to UoSiL students.

Manage a varied caseload of students, including responsibility for leading on the management of complex student cases.

Assess, directly support and onward refer students experiencing mental health crises, emotional and psychological difficulties.

Respond appropriately to high-risk presentations and situations.

Provide effective delivery of the mental health and wellbeing support provision to UoSiL students.

Manage a varied caseload of students, including responsibility for leading on the management of complex student cases.

Assess, directly support, and onward refer students experiencing mental health crises, emotional and psychological difficulties.

Respond appropriately to high-risk presentations and situations.

Carry out risk assessments, maintain effective ongoing risk management, and advise on risk across the service as required.

Develop and contribute to prevention, awareness raising and mental wellbeing strategies.

Participate in 'case review' meetings where staff across UoSiL meet to discuss how best to support a student.

Act as a link between the student and statutory and non-statutory agencies, both national and in the community – e.g. MDTs, NHS, local authorities.

Keep up to date with changes in legislation, government policy and research, ensuring compliance and acting as an information resource to the UoSiL on matters relating to emotional and psychological difficulties and mental health.

Work with colleagues in planning, designing, and implementing a range of groups and psycho-educational workshops and events for students.

Support colleagues in the area of student mental health as part of a multi-disciplinary team of specialists and the wider UoSiL community.

Assess and respond to risk and provide support around wider safeguarding concerns.

Provide training, formally and informally, to groups of staff (academic, professional services) to facilitate a better understanding of students' emotional and psychological difficulties and how to support them.

Maintain appropriate records, providing reporting and analysis related to the service.

Participate in supervision to discuss and review casework and complex cases, and any training or professional development as required.

Lead and participate in a fair response to student complaints and investigations.

Participate in the departmental annual planning cycle and contribute to budget considerations.

Work in line with university policies, procedures and regulations and promote equality and inclusion.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to effective delivery of an excellent student experience to all learners.
Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

A flexible approach to work is required with occasional evening and weekend work and national travel to Sunderland campus may be required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

This post requires an enhanced criminal record check from the Disclosure and Barring Service (DBS).

On occasion, as part of an integrated Service for Students, you may be required to cover and support colleagues across the service.

Person Specification

Essential	Qualifications
	Education to degree level or equivalent. A professional mental health qualification such as Registered Mental Health Nurse, Approved Mental Health Professional, Mental Health Social Worker, Clinical Psychologist or equivalent. Membership of a relevant professional body.

	<p>Experience</p> <p>Knowledge of the Higher Education sector and student or client services management and administration.</p> <p>Knowledge of the wide range of mental health related issues students, including non-traditional, may present with</p> <p>Experience of making assessment of student or client support needs and producing individual support plans.</p> <p>Knowledge of relevant legislation and the implications of this in a Higher Education or service setting.</p> <p>Experience of managing urgent and complex situations with students or clients.</p> <p>Experience of working with groups and the design and delivery of workshops.</p> <p>Experience of co-ordinating and managing a large caseload effectively including liaison with internal and external support services.</p> <p>Experience of implementing policy, procedures and undertaking service provision review.</p> <p>Skills & Attributes</p> <p>Excellent communication skills, written and oral.</p> <p>Excellent interpersonal skills, including the ability to collaborate with internal and external colleagues at all levels.</p> <p>Ability to make effective and appropriate use of student or client information and management systems.</p> <p>Ability to role model and foster professional behaviours and collaborative working with arrange of individuals.</p> <p>Excellent organisational skills and the ability to manage a caseload and projects, meeting deadlines and targets.</p> <p>Ability to remain calm and empathetic under pressure, including when dealing with complex or high-risk student cases.</p> <p>Ability to identify areas of improvement and proactively work with other people and teams to deliver.</p> <p>Commitment to equal opportunities, confidentiality, and a student-centred approach.</p>
Desirable	<p>Qualifications</p> <p>Further qualifications in the mental health field and safeguarding.</p>
	<p>Experience</p> <p>Previous employment within a Higher Education institution mental health service or setting.</p>

	<p>Experience of managing a mental health service within a university or similar setting.</p> <p>Experience of working with professional specialists in the fields of disability, international student advice and student finance.</p> <p>Experience of developing and managing relationships, contracts, and arrangements with specialist external support providers.</p>
	<p>Skills & Attributes</p> <p>Ability to present and present reports to a range of stakeholders.</p> <p>Ability to analyse data to support reporting, problem solving and service improvements.</p>

DATE CREATED: March 2023