

### **Job Description**

<b>Job Title:</b>	Disability Support Adviser
<b>Salary Band:</b>	Band 4
<b>Working Hours:</b>	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 a pre-existing disability, long term physical or mental health conditions, Specific Learning Difficulties (SpLDs) and Autism Spectrum Conditions (ASCs).

Provide specialist support to a caseload of disabled students as defined by the Equality Act's (2010) criteria and those students with a disability, physical or mental health impairment or difficulty not covered by the Equality Act.

Support and appropriately onward refer students who find themselves experiencing a disability, physical or mental health difficulty for the first time whilst at university.

Provide effective liaison across the university and between statutory, third sector and external providers in the provision of support to students with disabilities.

Support, develop and promote health and wellbeing strategies, including campaigns and events for students with disabilities.

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 (Wellbeing and Specialist AIG)

**Staff reporting to this job:** N/A

**Main duties:**

Assess, directly support and onward refer students with a pre-existing disability, long term physical or mental health conditions, Specific Learning Difficulties (SpLDs) and Autism Spectrum Conditions (ASCs).

Provide expert practitioner support for students with disabilities and Specific Learning Difficulties (SpLDs), including identifying and implementing reasonable adjustments.

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

Actively promote the benefits of disclosure and leading the individual student journey post-disclosure.

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.

Advise and assist students with on appropriate learning support strategies and associated issues, including Disabled Students Allowance applications, within required timescales and in accordance with current regulations and service standards.

Lead and participate in 'case review' meetings where staff across UoSiL meet to discuss how best to support a student, providing specialist advice and guidance.

Maintain appropriate knowledge and awareness of the learning, teaching and assessment cycle.

Act as a link between the student and university staff and external support providers to ensure appropriate provision of learning support is communicated and implemented, owning individual student support plans.

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 supporting students with disabilities.

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

Support colleagues in the area of student disability and SpLDs as part of a multi-disciplinary team of specialists and the wider UoSiL community, advocating an inclusive student experience.

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

Provide training, formally and informally, to groups of staff to facilitate a better understanding of students' difficulties and how to support them.

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

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

Represent UoSIL on internal and external specialist cross-university groups, networks, committees and working groups.

Participate in any professional training and development as required.

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 to accommodate business needs.

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

**Person Specification**

<b>Essential</b>	<b>Qualifications</b> Education to degree level or equivalent. Appropriate professional qualification, or substantial relevant experience.
	<b>Experience</b> Previous employment within a Higher Education disabilities service or comparable setting. Knowledge of the wide range of mental health related issues students or service users may present with.

	<p>Experience of making assessment of and supporting adults with disabilities/SpLDs in a university or similar setting.</p> <p>Knowledge of relevant best practice, legislation, and the implications of this in a Higher Education setting.</p> <p>Knowledge of the Disabled Students' Allowance or comparable funding, and experience of supporting students or service users with the application process.</p> <p>Experience of managing urgent and complex situations with students or service users.</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><b>Skills &amp; Attributes</b></p> <p>Excellent communication skills, written and oral.</p> <p>Ability to assess the learning support needs of students with a disability, long term physical or mental health conditions, Specific Learning Difficulties (SpLDs) and Autism Spectrum Conditions (ASCs).</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 information and management systems.</p> <p>Ability to role model and foster professional behaviours and collaborative working with a range 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>
<b>Desirable</b>	<p><b>Qualifications</b></p> <p>PG Diploma in the field of SpLD and/or ASD.</p> <p>Membership of a relevant professional body, e.g., PATOSS or ADSHE.</p> <hr/> <p><b>Experience</b></p> <p>Knowledge of the HE sector and disabilities services management and administration.</p>

	<p>Experience of supporting international and non-traditional students.</p> <p>Experience of managing a disabilities service within a university or similar setting.</p> <p>Experience and/or knowledge of student mental health provision.</p> <p>Knowledge of assistive technology relevant to students in Higher Education.</p> <p>Experience of working with professional specialists in the fields of mental health, international student advice and student finance.</p> <p>Experience of developing and managing relationships, contracts and arrangements with specialist external support providers.</p>
	<p><b>Skills &amp; Attributes</b></p> <p>Ability to prepare and present reports to a range of stakeholders.</p> <p>Ability to analyse data to support effective reporting, problem solving and service improvements.</p>

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