



Clinical Case Manager (Student Wellbeing)

Job Title:	Clinical Case Manager (Student Wellbeing)
Reference No:	NEW697
Reports to:	Head of Wellbeing (Student Support Services)
Grade:	F
Working Hours:	37 hours per week (for nominal purposes)
Faculty/Service:	Student Support Services, Student Journey
Location:	City Campus
Main Purpose of Role:	<p>Located in Student Support Services (SSS), part of Student Journey, the role has two main purposes across the department and wider university:</p> <ul style="list-style-type: none">• To lead on clinical governance and risk management for Student Support services, promoting effective clinical governance across the University, leading on key processes such as case review and staff supervision and ensuring service quality by implementing evidence-based practice and effective outcome evaluation.• To support the Assistant Director in effecting whole service and University delivery, ensuring cohesion between the different SSS teams, a case management approach and ensuring effective triage and efficient use of resources.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• To hold a small caseload (approx. ½ day per week)• To support with management of risk processes and clinical governance for Wellbeing and the wider Student Support Services team.• To act as the first point of contact for case work discussion, making decisions in line with best clinical practice.• To ensure effective pathways and risk management policies and procedures are followed.• To deputise for the Head of Wellbeing in relation to student emergency incidents and crisis cases.• Promote clinical governance across the University, working closely with academic colleagues in Faculty to effectively manage student support referrals and management of risk.• Working closely with wider Student Support teams to ensure consistent practice and clear communication between departments.• Representing Student Support Services with Support to Study case conferences and following up on any action post case conference.

Maintaining effective case recordings of all students of concern.

- To manage the 'trusted contacts' systems and processes for Student Support Services.
- To review case files on a termly basis to ensure safe clinical practice.
- Ensure delivery of best possible services by implementing evidence-based practice, keeping up to date with best practice across the sector and beyond, implementing effective service and outcome evaluation oversight – (e.g. GAD7 / PHQ9 / CORE 10 and appropriate others) and ensuring ongoing quality improvement.
- Effecting whole service delivery, ensuring cohesion between the different SSS teams, a case management approach, ensuring effective triage and the efficient use of resources
- Develop a range of pan-university projects aimed at promoting positive mental health and responding to key external drivers.
- To lead a range of improvement projects and policy development activities within SSS including:
 - Activities to ensure student satisfaction with SSS services.
 - Support the development of annual service planning.
 - Lead and contribute to the continual review of processes, procedures and practices across SSS.
 - Draft, develop, consult and lead implementation of relevant new policies and practice.
 - Manage and support the improvement of use of technology and digital service offer.
 - Supporting the coordination of SJ contributions to the University OFS improvement activities.
- To proactively support the development of a whole university approach to mental health, responsible for particular themes as directed, working as part of a wider team to work towards the Mental Health Charter award and continuous improvement.
- To encourage and support a research profile for the department, working alongside academics with support service opportunities. and seek to publish as appropriate.
- Support the effective management of safeguarding issues and referrals including Prevent related activity.

Special Circumstances:

Occasional evening and occasional weekend working as required to fulfill demands on the service.

Attendance at open days and other events as required.



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Degree or equivalent.
- Relevant professional (or equivalent) qualifications in Mental Health Nursing, or other relevant mental health related profession (i.e. Approved Social Worker, Counselling, Occupational Therapy)
- Accredited member of relevant national body, such as NMC, BACP, BABCP etc.

Knowledge and Experience:

- Experience of leading clinical governance activities across a large organisation.
- Experience of case review, staff support and supervision, overseeing practitioner wellbeing, registration and supervision and ensuring safe working practices.
- Experience of service improvement and development.
- Experience of significant change management and leadership.
- Experience of engaging individuals in clinical governance and service improvement projects.
- Experience of successfully achieving external awards and accreditations.
- Knowledge of the use, development and improvement of digital case management and customer relationship management software.
- Considerable experience of working in multi-disciplinary teams with both internal and external colleagues.

Skills and attributes

- Highly developed data management, evaluation and service improvement skills.
- Highly developed written and verbal communication skills.

Desirable

Qualifications and Professional Memberships:

- Masters degree in relevant subject.
- Management or leadership qualification.
- Relevant clinical governance / clinical audit qualifications or equivalent.

Knowledge and Experience:

- Understanding of the current Higher Education landscape and the key challenges facing student support services.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication (Oral and Written)

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others and the role holder is required to, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

Service Delivery

The role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost) and it is an important requirement to set the overall standards for service across a function or area of the organisation; monitor service levels; pre-empt changes in customers' needs and anticipate future requirements; maintain overall quality balancing different demands; ensure others have the support they need to provide quality service and fulfil their role.

Pastoral Care and Welfare

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people and the role holder is required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the organisation; recognise when an individual should be referred elsewhere for professional help; respect confidentiality and the role holder is required to give support, guidance or pastoral care where standard procedures do not always exist; maintain confidentiality and build trust; judge when to listen, when to give advice or guidance and when to refer the individual for professional help; be fully aware of support networks for both themselves and the individual.

Decision Making Processes and Outcomes

The role holder is required to take independent decisions that have a significant impact. The role holder is required to be party to some collaborative decisions; work with others to reach an optimal conclusion that have a significant impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a significant impact.

Teamwork and Motivation

The role holder is required to clarify the requirements and agree clear task objectives for team members; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members and it is an important requirement to form and communicate a clear vision of what is to be achieved overall by a team or several sections within the overall team; encourage individuals to contribute to the common goals to the best of their ability; create a sense of unity and common purpose.

Analysis and Research

The role holder is required to identify an appropriate existing method of analysis or investigation according to the data and objectives; recognise and interpret trends or patterns in data; identify or source additional information which could potentially help the investigation as the analysis progresses.

Date Completed:**May 2023**