

Role Profile

Mental Health Adviser (Maternity Cover)

Salary:	Band 4
Working Hours:	Full Time – 35 hours per week for nominal purpose (32 hours over four days during 4-day week pilot)
Contract:	Maternity Cover
Reporting to:	Assistant Head of Services for Students (Wellbeing)
Direct reports:	None
Overall purpose/accountabilities:	<p>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.</p> <p>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.</p> <p>Provide effective liaison across the university and between statutory, third sector and external providers in the provision of support, including crisis response, for students.</p> <p>Support, develop and promote mental health prevention and wellbeing strategies, contributing to wider UoSIL strategic objectives.</p> <p>Support the Head and Assistant Head of Service for Students (Wellbeing) in the continuous review and development of service provision.</p> <p>Be a key member and representative of the wider Students Services team, working collaboratively as part of an integrated service to deliver a high-quality student experience.</p> <p>Deliver and champion excellent customer service to all stakeholders at all times.</p>

Job Description

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 including suicidality, self-harm, harm to others, and safeguarding concerns.

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

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 the Wellbeing team to plan, design, and implement a range of programmes including groups, psychoeducational workshops, and events for students contributing to mental health awareness and prevention strategies and campaigns.

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

With collaboration with the Wellbeing team, design and deliver training to staff (academic and professional services) to enhance awareness of mental health trends and challenges impacting students and effective strategies in providing support.

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 equity, equality and inclusion.

Effectively manage all staff and resources, ensuring all policies and procedures with respect to 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 equity, 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

Other 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
	Experience Proven experience of managing of varied casework of clients. Proven experience of administering mental health assessments, developing relevant support plans, and monitoring progress for students or clients. Experience of supporting a diverse population of students or clients utilising culturally informed approaches. Experience of managing urgent and complex situations with students or clients. Experience assessing risk including suicidality, self-harm, harm to others, and safeguarding concerns. Experience developing and implementing Safety Plans with students or clients at risk. Experience of co-ordinating and managing a large caseload effectively including liaising with internal and external support services. Knowledge of the issues impacting the mental health of Higher Education students, including non-traditional and international students.

	<p>Knowledge of relevant legislation and its implications in a Higher Education or other service setting.</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 professional behaviours and boundaries.</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>Ability to analyse data to support reporting, problem solving and service improvements.</p>
<p>Desirable</p>	<p>Qualifications</p> <p>A professional mental health qualification such as Registered Mental Health Nurse, Approved Mental Health Professional, Mental Health Social Worker, Clinical Psychologist or equivalent.</p> <p>Membership of a relevant professional body, for example UKCP, BACP, Social Work England.</p> <p>Experience & Knowledge</p> <p>Previous experience of working within a Higher Education student mental health service.</p> <p>Experience of developing and managing relationships, contracts, and arrangements with specialist external support providers.</p>

DATE UPDATED: December 2024

