JOB DESCRIPTION

1. JOB TITLE: Mental Health Advisor
2. HRMS REFERENCE NUMBER: HR14023a
3. ROLE CODE: MHASSG
4. DEPARTMENT: Student Support and Guidance
5. ORGANISATION CHART: The post holder reports to the Deputy Director of Student Support and Guidance

6. JOB PURPOSE:
In common with all Higher Education Institutions, Chester is experiencing an increase in the number of students with mental health difficulties, both pre-diagnosed and emergent. This new post has been created in response to our robust and proactive approach to addressing this increase.

The role holder is required to deliver appropriate mental health support, including the provision of psychological treatment and/or making suitable and timely referrals according to individual needs of students, so they can engage successfully with their studies and the broader student experience.

In addition, the post holder will be required to offer advice to staff of the University in relation to their pastoral role with students, and provide advice on how to manage the impact an individual student’s mental health difficulties might have on their academic participation and performance.

7. BACKGROUND INFORMATION:

DEPARTMENT VISION

Student Support and Guidance will strive to reach every student in raising their individual educational and personal aspirations, and to excel in promoting active citizenship and social, economic and moral responsibility.

DEPARTMENT MISSION

Student Support and Guidance facilitates a positive, self-directed student experience by providing support, guidance and development opportunities, empowering students to become proactive lifelong learners to achieve their full potential in society. (Updated July 2010)

Founded in 1839 as a teacher training college and created a University in 2005, Chester is one of the oldest higher education institutions in the UK.
Growth has been fast in recent years and there are now over 10,500 students based across three campuses and several hospital sites.

In 1994, recognising the changes facing Higher Education and the challenges that these would present to students, the University established the department of Student Support & Guidance. The department co-ordinates a range of student services including Student Welfare, Disability Support, Student Skills Development, Proctor’s Office and Sports Development.

The department has an excellent record, reflected in a number of QAA commendations, Matrix accreditation the award in December 2008 of 5* Recognition for Excellence, and being shortlisted for the UK Excellence Award in 2014 as well as excellent results in student satisfaction surveys.

8. WORK PERFORMED AND/OR KEY RESULT AREAS:

8.1 Communicating Effectively
- Responsible for answering routine enquiries on a daily basis related to the work of the department.
- Explaining detailed procedures relating to, for example, Registry processes, academic appeals on a daily basis as the point of expertise in the department. Full training will be provided.
- Responsible for communicating with outside Mental Health practice agencies to facilitate the most appropriate assessment and interventions for student with Mental Health needs

8.2 Leadership and Working Collaboratively
- The role holder is expected to work closely with members of the Disability Support team, Student Welfare and the Student Counselling Service.
- The role holder is expected to develop an effective working relationship with external mental health services.
- Work closely with the Disability Services Manager to ensure students with long-term mental health issues receive seamless provision from the start of their University career, and the most appropriate support, including external referral as appropriate
- Act as first point of call for staff in urgent situations related to student mental health crisis and be able to provide expert advice and recommendations for senior management interventions.

8.3 Liaison and Networking
- To provide information to members of staff in the wider University or stakeholders (e.g. Primary Mental Health Care team) as the first point of contact in Student Support and Guidance.
- Liaise with students, Faculties and external agencies during student interruption of studies, to ensure appropriate support is arranged and in place for when a student returns to their course
- An active member of Mental Health Panels, providing advice and guidance to a multi-disciplinary team on the management of complex cases
8.4 Delivering a High Quality Standard of Service
- To provide a high level of customer service to all customers, including prospective students, current students, and external agencies.
- To organise and prioritise your availability for student appointments, drop-in sessions and workshops, ensuring an appropriate service level is maintained at all times.
- To undertake regular training, supervision and continuing professional development in order to keep abreast of changes and developments in the field of mental health and to ensure compliance with professional competency frameworks and best practice.

8.5 Effective Decision Making
- To take independent decisions on how to deal with students experiencing complex mental health difficulties, or students experiencing crisis.
- To make collaborative decisions with staff within Student Support and Guidance on support arrangements for students experiencing mental health difficulties.
- To provide advice to the Dean/Deputy Director, to enable them to take a decision on the development of policies, procedures and protocols for supporting students with mental health or emotional support needs.

8.6 Planning and Organising Self and Others
- To be responsible for the planning and organising own work.

8.7 Innovation and Improvement (Effective Problem Solving)
- To deal with staffing problems, referring onto more senior managers in the Faculty as appropriate (e.g. Faculty Administrator/Associate Dean/Dean).
- To use audit to benchmark current provision and responses and based on the results to develop clear operational systems to support the needs of students and staff in relation to Mental Health and Wellbeing.

8.8 Analysis and Research
- Keep accurate and up-to-date records of support, maintaining databases and spreadsheets about individual students, support provided and be able to provide statistics and reports to inform decision making and service development, to anticipate trends, and maximise service efficiency and continuity.

8.9 Sensory and Physical Demands
- Standard for office work.
- The role holder will be required to travel to our other campuses and sites as required.

8.10 Work Environment
- Office environment, including visits to our other campuses and sites as necessary, as well as occasional visits to student accommodation.
- Where concerns are raised regarding the health and safety of others, the role holder is responsible for referring these onto the Dean.
8.11 Pastoral Care and Welfare
- Show empathy and sensitivity to individuals who are in distress and initiate appropriate actions which may involve external agencies. This may include students at risk of harming themselves and others
- Support staff in developing their own knowledge about Mental Health so they can improve and develop their pastoral roles with students

8.12 Team Development
- To induct new members of the Student Support and Guidance team
- To provide training to members of Student Support and Guidance and the wider university

8.13 Teaching and Learning Support
- This is not a requirement of the role

8.14 Knowledge and Experience
- The role holder is expected to apply working knowledge of theory and practice gained from a degree and / or professional qualification and is expected to share this knowledge with others as appropriate.
- The role holder will be expected to demonstrate continuous specialist development by acquiring relevant skills and competencies.
- See person specification, below, for more details.

8.15 General

8.15.1 To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.

8.15.2 To take responsibility for upholding and complying with the University’s Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

8.15.3 To comply with all University Health and Safety policies.
**PERSON SPECIFICATION**

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<tr>
<th>Criteria</th>
<th>Essential / Desirable</th>
<th>Method of identification</th>
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<tbody>
<tr>
<td><strong>Job Title:</strong> Mental Health Advisor</td>
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<tr>
<td><strong>Department:</strong> Student Support &amp; Guidance</td>
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| **Qualifications:**                                                      |                       |                          |
| Degree (or equivalent level qualification)                               | Essential             | Application form/ certificates |
| Professional qualification (Registered Mental Health Nurse or Social Worker with experience of working in Mental Health Services) | Essential             | Application form/ certificates |
| Registered with relevant professional body e.g. the Nursing and Midwifery Council and the Health Professions Council respectively | Essential             | Application form/ certificates |
| ECDL (or equivalent)                                                     | Desirable             | Application form/ certificates |

| **Proven Experience:**                                                   |                       |                          |
| Relevant experience within a mental health role.                         | Essential             | Application form/ interview |
| Experience of working in a Higher Education environment                  | Desirable             | Application form          |
| Significant experience of working with complex and varied needs          | Essential             | Application form/ interview/ Test |
| Computer literacy                                                       | Essential             | Application form/ Test    |
| Skills in data analysis                                                  | Desirable             | Interview                 |

| **Delivering academic and service excellence:**                          |                       |                          |
| Attention to detail                                                     | Essential             | Interview/ test           |

| **Managing self and inspiring others:**                                  |                       |                          |
| Experience of working effectively in a pressured environment             | Essential             | Application form/ interview |
| The ability to prioritise own work and use resources effectively.        | Essential             | Application form/ interview |
### Essential Requirements
are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

### Desirable Requirements
are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

### Method of identification
is where the selection panel will match the candidate’s skills and abilities to the required criteria outlined (i.e. application form, interview, test)

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<tr>
<th>Working together:</th>
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<tr>
<td>High level communication skills.</td>
<td>Essential</td>
<td>Application form/ interview</td>
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<tr>
<td>The ability to work effectively with others internal and external to the University - as a competent team member and co-ordinator.</td>
<td>Essential</td>
<td>Application form/ interview</td>
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<th>Organisational and stakeholder awareness:</th>
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<td>Ability to solve problems in accordance with procedures.</td>
<td>Essential</td>
<td>Interview</td>
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UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT

STUDENT SUPPORT AND GUIDANCE
MENTAL HEALTH ADVISOR

SALARY SCALE
University Scale OS7, points 23 - 26, £25,513 - £27,864 (pro rata) per annum payable monthly in arrears.

RESIDENCE REQUIREMENT
It is a requirement of this post that within 12 months of appointment, the post-holder should live within a 30 mile radius or within a one hour travelling time by public transport from the University.

HOURS OF WORK
18 hours per week, to be worked within the University’s core hours (Friday’s are compulsory) which are detailed below:

Monday to Thursday 9:00am - 5.30pm
Friday 9:00am - 4.30pm

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT
123 hours per annum (pro-rata during the commencement and cessation years), rising to 141 hours after five years' continuous service. Two extra statutory days per annum during the Christmas period.

MEDICAL EXAMINATION
Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES
Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME
The University operates two pension schemes for support staff:

The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Friends Life.

The Cheshire Local Government Pension Scheme, to which the University is an admitted body.
All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES
The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY
The University operates a No-Smoking policy.

PROBATIONARY PERIOD
A nine month probationary period applies to all University posts.

CLOSING DATE
Candidates should apply for this vacancy via our online recruitment website (https://jobs.chester.ac.uk/wrl/) by Wednesday 27th May 2015 quoting reference number HR14023a