

JOB DESCRIPTION

Vacancy Ref: A3524

Job Title: Student Casework and Data Manager	Grade: 8
Department/Division: Student Wellbeing Services, Student and Education Services Division	
Directly responsible to: Head of Student Support and Wellbeing	
<p>Supervisory responsibility: Student Wellbeing Coordinator. The role-holder will carry the authority for ensuring compliance by others with clinical, regulatory and legal processes and will therefore oversee colleagues' adherence with these. The role-holder will be expected to supervise, instruct, guide and train colleagues at all levels within and outside the Division in matters relating to complex and often critical student case management, liaising with respective line managers as required.</p>	
<p>Other contacts</p> <p>Internal: SES senior leadership team and professional services managers, members of the University's Executive Team, including PVC Education, Deputy Chief Executive (Operations), Faculty Management Teams, Heads of Academic Department, Emergency and Risk Manager, College teams, Chaplaincy, Data Analytics team, ISS, Student Conduct Officer (SES) and College Deans</p> <p>External: Senior contacts in other HEIs / professional networks, external agencies including police, NHS, Public Health and crisis teams, Prevent co-ordinator, external suppliers, statutory bodies (eg. UUK, OfS).</p>	
<p>Role Purpose:</p> <p>The purpose of the role is to provide highly effective leadership and management expertise in student casework and data management to the Associate Director (Student Wellbeing and Inclusion) and the Head of Student Support and Wellbeing. The role-holder will develop and implement effective processes for managing complex, and often critical student casework, improving data quality and management and reporting for Student Wellbeing Services, and responding to and adopting the student-related best practice and compliance requirements set out by statutory and regulatory bodies such as the Office for Students (OfS), Universities UK (UUK), Office of the Independent Adjudicator (OIA) and Advance HE.</p> <p>The role will be responsible for developing and implementing a new distributed and sustainable model of student casework management across the University. As well as developing this model, the role will lead, manage and oversee the casework relating to students whose fitness to study is of significant concern. This involves chairing relevant panels, reviewing and evaluating all relevant evidence, which will include clinical, legal and regulatory matters and considering options and risks for the student and the University community.</p> <p>The role will also be responsible for building capacity and capability within the Student Wellbeing Services teams for the collection, storage and extraction of high quality and comprehensive data related to student wellbeing, enabling the production of high quality, consistent and relevant management information. The role will be pivotal in building digital competency and unifying sources of student wellbeing data to improve services and student outcomes.</p>	

Principal responsibilities and duties

Student casework lead:

1. Lead and manage the University's complex student wellbeing casework, including the 'Students of Concern Review Team' portfolio and the Supported Study and Fitness to Study (FTS) process, with responsibilities as follows: ensure due process is followed; ensure all cases are dealt with in an appropriate and timely way; coordinate production of risk assessments, assessing the institutional risk associated with student cases considered by the team and put in place mitigations; involve relevant internal and external partners; analyse reports from internal and external stakeholders, including highly complex and confidential information and clinical reports; consider and make recommendations on options given the student's circumstances; guide and take effective decisions that ensure that institutional risks are effectively managed whilst achieving the best outcome for the student; negotiate with Heads of Department and academic tutors. The role-holder will be expected to act autonomously in decision-making and has responsibility for managing institutional risk in relation to student casework, acting on behalf of the Associate Director and Head of Student Support and Wellbeing and consulting where necessary.
2. Undertake a review of the Supported Study and Fitness to Study process, producing a set of key recommendations which will ensure that a distributed and sustainable model of student casework management is developed across the University, informed by gathering and evaluation of good practice from other HEIs. Manage the implementation of these recommendations when they are approved.
3. Proactively liaise regularly with academic departments, faculties and colleges to advise all stakeholders of the processes and best practice when supporting students whose fitness to study is of significant concern, building competency and confidence and developing resources where appropriate to assist stakeholders in triage and referral processes to safeguard students' wellbeing.
4. Identify and implement improvements to the experience for students of going through complex and challenging processes in determining their fitness to study.
5. Manage relevant communications, logistics and external relations in the event of a student death, under the direction of the University's Student Death Response Coordinator.
6. Establish effective interfaces and liaison between the Student Conduct Officer, wellbeing practitioners and other stakeholders to ensure boundaries are maintained and cohesive plans are in place to protect students and the wider community.

Service standards, policy and compliance:

7. Assess current policies, procedures and practice against external requirements as set out by statutory bodies, advising on any key changes required and implementing these as agreed.
8. Provide authoritative expertise, advice and guidance on best practice in student casework to the Student Wellbeing Services Management Team, supporting the development and implementation of service standards and LU policies and procedures for student wellbeing, including, though not restricted to bullying and harassment, student conduct, data protection, safeguarding, student complaints, hate crime reporting, fitness to study and equality, diversity and inclusion.

9. Conduct investigations into student complaints related to student wellbeing, making recommendations for improvements to institutional processes/practices as required.
10. Comply at all times with relevant legislation, including legislation related to immigration, data protection, GDPR regulations, illegal substances, Prevent, Safeguarding etc.
11. Lead on or engage in delivery of student wellbeing projects as directed by the Associate Director (Student Wellbeing and Inclusion) and/or the Head of Student Support and Wellbeing, often acting in the role of project manager, as appropriate.

Data planning and management:

12. Initiate and deliver enhancements to data management and reporting related to student wellbeing casework, working across the teams in Student Wellbeing Services, exploiting digital solutions and unifying various different student wellbeing data sources.
13. Lead on data collection and reviewing and finalising service responses to media enquiries and Freedom of Information requests received by the Student Wellbeing Services teams.

Line management, training and development:

14. Line manage the Student Wellbeing Coordinator, including managing training and development and working with the Head of the Counselling and Mental Health Service to ensure appropriate caseload management and clinical supervision.
15. Oversee and manage compliance with clinical and legislative processes related to student casework across the institution. Supervision of staff within and outside the Division will be advisory and liaison with respective line managers will be required. This will include delegating tasks and negotiating with line managers for additional staff resource as appropriate.
16. Provide training and advice on student casework triage, management and best practice to internal stakeholders, including academic and professional services staff in departments, colleges, Student and Education Services, and other professional services divisions.

Other:

17. Deputise for the Associate Director (Student Wellbeing and Inclusion) and Head of Student Support and Wellbeing as appropriate, including performing the role of Duty Incident Officer (DIO) and joining the SES out of hours contact rota.
18. Carry out other reasonable duties, commensurate with the grade of the post, as determined by the Associate Director (Student Wellbeing and Inclusion) and/or Head of Student Support and Wellbeing.