## JOB DESCRIPTION

**Student Wellbeing Coordinator**  
**Vacancy Ref: N2701**

<table>
<thead>
<tr>
<th>Job Title: Student Wellbeing Coordinator</th>
<th>Present Grade:</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Student and Education Services</td>
<td></td>
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<tr>
<td><strong>Directly responsible to:</strong></td>
<td>Covid-19 Student Support Manager</td>
<td></td>
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<tr>
<td><strong>Supervisory responsibility for:</strong></td>
<td>n/a</td>
<td></td>
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<tr>
<td><strong>Other contacts</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Internal:</strong></td>
<td>Students; College staff; academic staff; Student and Education Services staff; Information Systems and Services; Accommodation service; Security staff</td>
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<tr>
<td><strong>External:</strong></td>
<td>Parents</td>
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### Major Duties:

The Student Wellbeing Coordinator is a member of the Covid-19 Student Support Team and is responsible for supporting students who report that they are self-isolating. The role-holder will work closely with College Advisory Teams, pro-actively reaching out to self-isolating students to offer advice and welfare support and working to promote the importance of self-isolation, regular Covid-19 asymptomatic testing and vaccination. The role will also provide administrative support to the Covid-19 Student Support Team through triaging student reports of suspected coronavirus symptoms, positive tests and self-isolation, responding to requests for information and support from students via email and telephone, and providing advice and help to both students and parents. The successful candidates will work flexibly, and work on campus where this is required.

### Main duties include:

- Responding to student reports of suspected coronavirus symptoms, positive tests, self-isolation and requests for help.
- Pro-actively contacting self-isolating students by telephone/email to offer advice and support.
- Providing advice to students on self-isolation guidelines and the University support available, via email and telephone.
- Asking students for more information and where necessary sharing information with relevant members of staff in the Departments, Colleges, Accommodation Service and Student Wellbeing.
- Signposting to support services and following up with students as appropriate; escalate or refer issues as appropriate.
- Following up with students to confirm that they are well, follow up test results and/or confirm recovery.
- Managing information flow through the digital recording and monitoring systems.
- Keeping accurate records of students details and contact undertaken.
- Assisting in information flow in support of coordinating test kit or other essential deliveries to students.
- Providing reports to Departments, Colleges, Student Wellbeing and senior management as requested.
- Organising events and activities for self-isolating students.
- Health promotion activities including promoting the importance of self-isolation, regular testing and vaccination.
- Other student wellbeing support activities as required, working to support the College Advisory Teams.
- Role holder will be expected to provide some cover over weekends, on a rota basis.
- Delivering test kits and essentials to students on campus where this is required.