

JOB DESCRIPTION
Vacancy ref: A3596

Job Title: Head of Counselling and Mental Health Service	Grade: 8
Department/Division: Student Wellbeing Services, Student and Education Services Division	
Directly responsible to: Head of Student Support and Wellbeing	
Supervisory responsibility: Counselling and Mental Health team	
<p>Other contacts</p> <p>Internal: students, 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 Department, academic and professional services staff in departments, Emergency and Risk Manager, Security teams, College teams, Chaplaincy, Data Analytics team, ISS, Student Conduct Officer (SES) and College Deans.</p> <p>External: NHS and community-based mental health services, senior contacts in other HEIs, professional networks, external agencies including police, Public Health and crisis teams, Prevent, external suppliers, statutory bodies (eg. UUK, OfS), family and friends of students.</p>	
<p>Role Purpose:</p> <p>The purpose of the role is to provide highly effective leadership, strategic vision and direction for the Lancaster University Counselling and Mental Health Service. The role-holder will ensure the service deploys resources effectively and creatively to provide an appropriate range of evidence-based support for students in order to help them to successfully engage with their academic and non-academic student experience.</p> <p>The role-holder will be expected to pro-actively drive forward innovation and change to ensure that the service model is responsive to the changing external environment and challenges facing students, using a variety of data sources and other metrics, including student feedback, to innovate and develop services. The role-holder will also need to effectively manage the boundaries and integration of University-level support with the support services provided externally by the NHS and other agencies, and manage all associated risks.</p>	

Principal responsibilities and duties

Service leadership:

- Develop and implement a sustainable, accessible and responsive service delivery model which integrates in-house and out-sourced student counselling and mental health support, making effective use of available resources and innovating to respond to changes in the internal and external environment and to the ongoing needs of our students.
- Fully implement relevant legislation, national and local strategies, guidance and policies which relate to mental health and wellbeing and use this information to shape student mental health services, including responding to and adopting the student-related best practice and compliance requirements set out by clinical, statutory and regulatory bodies such as the NHS, Office for Students (OfS), Universities UK (UUK).
- Engage with all other relevant initiatives across the university to improve the student experience to ensure that counselling and mental health support are fully embedded in the overall offer to students.
- Establish strong working partnerships and collaborate with local health services, other universities, health agencies, charities, and the Students' Union to shape the service delivery model.
- Establish effective referral routes for students from the service to other internal and external services.
- Contribute to the development of key University policies and guidance relevant to student wellbeing, eg. Fitness to Study, Suicide Safer.

Service management:

- Ensure delivery of a high quality, fully clinically accredited and responsive service to students, monitoring and reviewing service user feedback and taking action to improve and enhance service delivery as appropriate.
- Develop an inclusive support offer for all groups and communities of students, reviewing and monitoring the needs and use of the service by different student groups and taking action to identify and address gaps in support.
- Ensure that all services are delivered in line with clinical guidelines and national frameworks/legislation in mental health care, and keep updated with future developments.
- Develop and implement strategies and processes for the collection of appropriate management information in order to evaluate and monitor the effectiveness of the service, identify needs and trends, and to inform decision making.
- Engage in continuous critical evaluation of services and delivery models of counselling and mental health support for students to ensure resource and delivery models are effective and sustainable.
- Ensure effective support for serious incidents involving students, including incidents of sexual misconduct, bullying and harassment and high risk student cases. This includes providing critical incident support outside of normal working hours.
- Regularly review service clinical processes and procedures to ensure they are robust, ensure safety, and comply with the latest guidance.
- Establish effective interfaces and liaison between the service team and the Student Conduct Officer, Security and Accommodation teams and other stakeholders to ensure boundaries are maintained and cohesive plans are in place to protect students and the wider community.
- Maintain external relationships and manage resource and service delivery processes with external partnerships in order to provide additional services and support for student mental health at Lancaster University.

Mental health leadership:

- Act as University lead on matters relating to student mental health.
- Proactively liaise regularly with academic departments, faculties and colleges to advise all stakeholders of the processes and best practice when supporting students, building competency and confidence and developing resources where appropriate to assist stakeholders in triage and referral processes to safeguard students' wellbeing.
- Working with the service Clinical Lead, manage and advise on key clinical governance decisions and care plans in individual high-risk cases.

- Where appropriate lead on student case conferences to identify strategies for supporting students who are deemed a risk to the safety of themselves or others.
- Where appropriate take the lead on managing the most vulnerable/high risk students via appropriate University policies and procedures.
- Engage with faculties, departments and colleges to develop and implement strategies for proactive initiatives to support students to maintain good mental health.
- Oversee health promotion and campaign activity.

Staff management:

- Lead and motivate the service management team.
- Ensure robust and effective recruitment, induction, training, supervision and accreditation processes are in place across the service to enable us to recruit, develop and retain excellent staff, building capacity and capability within the team.
- Ensure effective performance management and individual performance review across the service team.
- Ensure that all staff are aware of and follow service, division and University policy and procedures.

Other:

- Maintain a small case load, if required for professional accreditation.
- As a key member of the Student Wellbeing Services Leadership Team, contribute to development and delivery of strategic and operational objectives.
- 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.