JOB DESCRIPTION
Vacancy Ref: N2810

Job Title: Student Wellbeing Services Assistant
Present Grade: 4S

Department/College: SES

Directly responsible to: Head of Counselling and Mental Health Service
Supervisory responsibility for: N/A

Other contacts

Internal:
Students, Counselling and Mental Health Service staff, other Divisional teams such as Registry, Disability, ASK, Covid support Team. College Officers, academic and professional services staff within Faculties and Departments, Chaplains, Security/Porters, Health Centre, Accommodation, Students’ Union, ISS Service Desk team.

External:
Applicants, parents, NHS support services including START, the Crisis Team, GPs, Police, Parents and Families. Clinical database providers, external therapy partner and other specialist services as required.

Major Duties:

Provision of front-line administrative support to the Counselling and Mental Health Service (CMHS) and other services within the division if required. The role holder will provide professional and sensitive help and information for students seeking mental health and wellbeing support and advice to staff supporting students from other areas.

- As part of the CMHS team, provide a friendly and professional first point of contact and provide information, advice and support to students, parents, staff, prospective students and external enquirers.

- Respond effectively to enquiries in person, online via email, live chat and other systems, and via phone, ensuring follow-up where required.

- Have an excellent knowledge of student services on offer across the University and work with other areas of the University to help answer enquiries, promote and refer people to specialist services, make bookings and appointments, demonstrate and perform functions and procedures.

- Provide administrative support for the Counselling and Mental Health Service. This includes:
  - developing and maintaining all office administration, systems and procedures to contribute to the smooth running of the service;
  - arranging appointments and processing referrals for students, ensuring that referrals and documents are processed effectively and accurately;
  - providing administrative support to the University partnership with an external therapy provider, ensuring referrals are made, received and accurately tracked between the two services;
  - communications to students and other external organisations;
  - using the University student record system and maintaining and updating student records in the service database;
  - Inputting and retrieving statistical data from the service database, compiling reports as required;
  - supporting team meetings, service meetings and events;
  - procurement and financial support for the Service.

- Work effectively in a time pressured and often fast changing environment to deliver excellent customer service alongside timely resolution of enquiries.
- Maintaining an understanding of all relevant legislation and ensuring compliance eg. GDPR;
- Provide cover for other Student Wellbeing Services team members at peak times or to ensure resilience across all areas of the team.
- Contribute to the overall work of the Student Wellbeing Services teams and other such duties in accordance with the grading of the post.