

**JOB DESCRIPTION****OAKLANDS COLLEGE**

<b>CAREER FRAMEWORK</b>	<b>Student Services</b>
<b>JOB TITLE</b>	<b>Student Advice and Safeguarding Officer</b>
<b>LEVEL</b>	
<b>REPORTING TO</b>	<b>Safeguarding and Wellbeing Manager</b>

**SUMMARY OF POST**

- To support and advise students by helping them meet the range of personal, social and emotional needs ensuring student retention and success
- To be an active member of the Safeguarding team supporting students and colleagues

**KEY RESPONSIBILITIES**

- To offer an advisory service on welfare issues including financial assistance, accommodation and health issues. Specifically supporting students who have been identified as being at risk of dropping out of their programme.
- To provide accurate and up to date records of student interventions in accordance with the College data protection policy.
- Accurately assess and award financial support and assistance via the Learner Support Fund and/or College Free Meal Scheme
- Support the student advice front desk by being part of a daily rota and also taking and monitoring external enquiries
- Develop and support a range of awareness activities for the broader student body on key issues such as drug awareness, mental health, healthy relationships etc
- To advocate on behalf of individual students by providing feedback to relevant staff or specialist external agencies on students' needs, e.g. homelessness, pregnancy etc. Where appropriate, manage referrals to external agencies and support and record where necessary.
- Keep abreast of developments affecting students such as benefits; financial grants and assistance and referral services
- Work closely with tutors and other College staff to ensure robust referral mechanisms and the smooth running of the service
- To attend and support events such as open events, school liaison and interview evenings and as part of a team Rota
- To participate in the Colleges main enrolment periods, participating in the assessment and enrolment of students
- Support the Student Behaviour process by attending Behaviour Meetings to support students when required
- Continually develop methods to monitor and measure the effectiveness of the service and the impact that it has on students. Record activities through action plans and questionnaires to provide quantitative and qualitative information in line with Matrix quality standards and contractual requirements

**Safeguarding Responsibilities**

- Demonstrable knowledge of the principles involved in giving advice and guidance to children/young people/adults in need, including the place of confidentiality
- Knowledge of the responsibilities of agencies towards vulnerable people such as Children Services and Adult Care services
- Demonstrable knowledge of the range of additional support / agencies which can be of assistance to vulnerable students and families
- Willingness to support students out of college hours where appropriate and required

**CRITERIA****RECRUITMENT – shortlisting criteria**

- Educated to level 4 or equivalent in Information Advice and guidance or extensive experience
- Experience of providing advice and support to individuals and groups in FE colleges

**ESTABLISHED**

- Completed in-house training relevant to the role including ProSolutions
- Level 2 in English, Maths and IT
- Completed probationary period satisfactorily
- Completed Induction Programme and Modules
- Knowledge of funding eligibility and bursary entitlement

**EXPERIENCE AND QUALIFIED**

- Two years' experience in job role
- Demonstrable evidence of student success through job role
- Evidence of case management work that successfully supported the retention of student(s)
- Evidence of delivering presentations/1:1s group workshops on student related matters such as career progression etc.

**DEVELOPED**

- To be assessed against the College values and behaviours

**PERSON SPECIFICATION (to be assessed at the interview stage)****PERSONAL ATTRIBUTES**

- Organised approach to work, able to work on own initiative and to administer own workload.
- Ability to evaluate and reflect on own performance
- Ability to form balanced judgements about student problems and support needs
- High level of personal integrity and confidentiality
- Ability to work flexibly to meet the needs of the business
- Ability to stay calm under pressure
- Ability to work in a professional, impartial and non-judgemental way
- Excellent customer service skills and a genuine interest in working with and helping customers
- An awareness of cultural diversity

**SKILLS AND EXPERIENCE**

- Effective verbal and written communication skills
- Skills and abilities to work with relevant internal and external services/agencies
- Good administrative, organisational and presentational skills
- Good IT skills and experience of using database recording systems
- Student-centred approach and good organisational and time management skills
- Experience of conducting interviews to a wide range of client groups
- Experience of working effectively with client groups including maintaining appropriate discipline and behaviour

**Safeguarding (if applicable)**

- Ability to write an action plan for a student, maintain student records and write other short reports as required
- Ability to work on one's own initiative, balance competing priorities and organise a work schedule
- Ability to motivate children/young people by establishing empathic and supportive working relationships. Ability to work as part of a team to reach agreed targets and outcomes for children/young people
- Ability to recognise boundaries and be able to hand over cases to appropriate others at suitable times as required

- Ability to recognise and identify signs of abuse and react in line with statutory requirements
- Ability to support people with serious and complex mental health needs

<b>Date approved</b>			
<b>Date reviewed</b>			

This job description is current as at the date shown above. In consultation with the post holder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.