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# Job Description

**Directorate/Division: Student Services**

**Title of Job: Mental Health and Well Being Officers**

**Responsible to: Head of Student Support Services**

**Key Purpose:** Within the context of the College’s commitment to providing quality education to all, providing effective well-being support to students, to promote and deliver a professional mental health service across the college for students. The post-holder will take responsibility for delivering mental health support along with the mentoring support, throughout the College and will be expected to advise Management of common factors in regards to student welfare that may impact on student retention and achievement. It is expected that the post-holder will work with other members of the Student Services teams, and teaching staff to advertise the service and ensure that information is reaching all students across the organisation. This will also include working in conjunction with partnerships/ stakeholders such as CAMHS and referring to other necessary services. The service will be offered at all sites so flexibility is essential. It may also be necessary to work some evenings and occasional weekends.

**Conditions of Service:** As set out in the Support Staff contract

Grade: Scale 6

Location: This is a cross campus role (Group)

**Hours/working pattern:** Full Time/Permanent

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| 1. Working in collaboration with the Head of Student Services, Head of ALS, EDI, Enrichment Team and Safeguarding Teams and other applicable departments to assist in developing strategy and procedures and best practices for the mentoring and MH provision across the organisation. 2. Provide individual sessions for students with social, emotional, mental health issues to enable them to learn and administer strategies to have a successful outcome on their course. 3. To identify and assess learners with mental health support needs, create teaching and learning adjustment forms and support plans for tutors and other support staff to better support needs. 4. Contribute to the enrolment process and assist learners with various needs under the guidance of the Assistant Principal of Student Support Services. 5. Head of Student Services/ ALS/ EDI/ Enrichment and other affiliated departments to identify and assess the needs of learners with mental health difficulties, pastoral and behavioural difficulties and provide support and to recommend relevant support. 6. Provide guidance to Teaching Teams and complete risk assessment documentation. 7. Provide awareness sessions to staff and learners across college 8. Provide information and advice to services working with young people, that will enable them to appropriately support service users that have mental health issues. 9. Provide direct support to young people identified as having mental health issues and where appropriate facilitate integrated links with specialist services including CAMHS, Substance Misuse, Youth Offending Service etc. 10. Provide a source of information on mental health issues for young people or staff working with young people 11. To act as one of the initial contacts for staff, offering support or making appropriate referrals for young people who are experiencing mental health related difficulties. 12. Support the identification of young people who have mental health or wellbeing issues and refer this information on efficiently to support workers and other agencies as appropriate. 13. Provide support to young people experiencing mild to moderate mental health difficulties, with the aim of improving their resilience and reducing the need for specialist services and providing bespoke solutions to help them access and achieve their qualification. 14. Assess the mental health and emotional needs of young people referred to you and develop a bespoke action/care plan to improve their situation, focusing on resilience building. 15. Monitor and review action/ care plans as and when appropriate 16. To maintain a caseload of 'active' students      1. Build relationships with students, to encourage trust, while listening to and interpreting their needs and concerns. 2. Apply de-escalation techniques to help young people manage their emotional wellbeing and behaviour. 3. Devise and agree suitable mental health support interventions in consultation with professionals and young people, that will enable the young person to engage in education and progress positively. 4. Assist in developing and delivering a programme of staff training and development with regards to mental health and emotional well-being. 5. Support the improvement of information sharing arrangements between education and health organisations in relation to the identification and tracking of young people with mental health or wellbeing issues. 6. Prepare and maintain accurate records of clients and provide a care plan and risk assessment for each individual 7. To manage the maintenance and storage of accurate data in accordance with GDPR, communicating effectively with a range of professionals and sharing appropriate information in line with agreed protocols for the benefit of children and families. 8. To participate fully in feedback and supervision 9. Be responsible for own personal learning and development 10. Develop alternative methods of responding to young people with mental health issues and promoting good mental health amongst young people accessing the service across UCG. 11. Work and contribute to Mental Health Steering Group on delivery and take up of sessions, as well as recommendations for improvements to the service. 12. Record all sessions for funding purposes to the e-spirALS administrator for audit purposes. 13. Where appropriate, provide group support to assist students with emotional, social, academic or personal needs. 14. Working with the Assistant Principal of Student Support Services, maintain case records and statistical data as required by college management, including additional support data. 15. Work with the Assistant Principal of Student Support Services to ensure that the Mental Health and Mentoring service achieves its income targets for additional support and that accurate and timely data is provided for the college’s ILR returns. 16. Liaise with teaching staff to provide an effective induction programme which ensures that all students are aware of the mental health and mentoring service and how to access it. 17. Create links with external local professionals, e.g. psychiatrists, social workers, MH organisations and GPs. 18. Refer students, as appropriate, to external agencies both local and national and advise the team on appropriate referrals. 19. Participate in events such as Mental Health Awareness Week and promote the service as well as any other EDI events that correlate with the service. | | |
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| |  |  |  |  | | --- | --- | --- | --- | |  | | IN COMMON WITH ALL OTHER STAFFTo support the College’s mission, vision, values and strategic objectives. To implement the College’s Equal Opportunities policies and to work actively to discourage discrimination on grounds of race, sex, disability, sexuality, age or status in the College’s services.  To participate in relevant internal and external training and development activities as identified by the line manager.  To implement the College’s commitment to continuous improvement as identified in the College’s Business and Strategic Plans and Quality Assurance Framework.  To participate in relevant internal and external training and development activities as identified by the line manager.  To participate in College-wide projects and tasks as appropriate.  To work with other Support Service areas to meet the specific needs of the Service and the College.  To undertake other duties of a similar nature commensurate with the grading of the post, this may, on occasion require working at other locations and centres of the College. | | |  | |  | | |  | | |  | |   This job description is current as at the date shown below. It will be reviewed annually to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties match the needs of the College. In consultation with the post holder it is liable to variation to reflect or anticipate changes in the job.  June 2020 NML | |
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**Person Specification**

1. A relevant degree or a relevant professional qualification in Mental Health Support (Essential)
2. Appropriate experience in delivering and managing mental health and well-being techniques to students, or similar experience such as in a community care setting. (Essential)
3. Excellent communication in both written and face to face. (Essential)
4. Strong track record of working in the field of mental health and well-being (Essential)
5. Strong IT skills, including excel, and willingness learn and work with different databases in order to record data. (Desirable)

**Experience & Knowledge**

1. Experience of successful work within an appropriate context with people with mental health difficulties and Mentoring needs.
2. Familiarity with current developments in Community Care.
3. Knowledge of legislation and issues relating to mental health and mentoring/ resilience support.
4. An understanding and commitment to the college policy on equality of opportunity and a willingness to promote this in all aspects of the work.
5. Experience of multi-agency support work.

**Skills & Abilities**

1. The ability to relate to, communicate effectively with, and counsel students, both school leavers and adults, and to monitor their progress.
2. An ability to maintain good working relationships with colleagues, to work as part of a team and, if appropriate, to provide team leadership.
3. High level of organising and administrative skills, and a readiness to carry out admin and student support/tracking duties consistently and to a high standard.
4. Ability to offer practical advice/ support to students with MHD in Education
5. Ability to defuse volatile situations

**Personal Qualities**

1. A commitment to the College's mission and values and to meeting the needs of the learners, employers and communities that the College serves. (Essential)
2. A commitment to quality and an aspiration to deliver and sustain excellence. (Essential)
3. Drive, resilience and a natural desire to work collaboratively. (Essential)
4. A commitment to equality and diversity for both staff and students. (Essential)

**A standard Disclosure will be requested of the successful candidate.**

**Disabled candidates meeting the essential criteria are guaranteed an interview.**

**Important Note to Applicants: You should ensure that your supporting statement addresses each of the points contained in the person specification in turn.**