



# Mental Health Adviser

## Job Description

### Position overview

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| <b>Department</b> | Academic Services, Student Support and Development   |
| <b>Location</b>   | Devon House, London  |
| <b>Term</b>       | Maternity cover fixed-term (9 months) , part-time ( 2 days per week, office based)   |
| <b>Salary</b>     | £38,000 - £41,000 per annum (pro-rata), depending on experience  |
| <b>Benefits</b>   | Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional) |
| <b>Start</b>      | November 2022  |

The mental health advisers' primary duty is to provide support and advice to students experiencing poor mental health, including but not exclusively, those with a diagnosed mental health condition. The mental health advisers provide individualised support and assist students to access NHS services or other relevant specialist support. The role holders also work as part of the wider Student Support and Development team within Academic Services, collaborating with other team members to provide both reactive and proactive support to undergraduate, postgraduate, degree apprenticeship and mobility students, across a range of pastoral issues.

### Duties and Responsibilities

- Provide advice, information, and guidance to prospective and current students on the provision of mental health support available, through in-person appointments, zoom, email or telephone.
- Effectively manage and prioritise a caseload of students with mental health issues to include.
  - Provide advice on techniques and strategies to self-manage mental health during university study.
  - Provide support and guidance to students to access NHS or other relevant specialist services.
  - Provide support to students where the College's Safeguarding or Prevent Policies have been enacted, in close liaison with the College's Safeguarding

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- and Prevent Lead and external NHS, Local Authority or Channel staff if appropriate.
  - Provide support to students where the College's Support to Study Policy has been enacted, in liaison with other team members and relevant faculty.
  - Assessing students where there are concerns that they are a risk to self/others
  - Working with at risk students to prepare a crisis plan to set out actions to be taken in the event that they feel a compulsion to self-harm.
  - Working with students with previous experience of mental ill-health to agree an intervention plan to set out actions to be taken should faculty, staff or peers become concerned about a deterioration in their mental health.
  - Liaison with GPs, crisis intervention teams, therapists, counsellors and other external clinicians to help ensure students are properly supported and safeguarded.
- Where appropriate refer students to the external counselling service used by the College following internal processes and guidelines.
  - Provide an effective and skilled "in the moment" response to students who may be at risk to themselves or others, or who may be agitated, distressed or anxious; identifying student needs and addressing those according to urgency and priority.
  - Ensure students receive holistic support, working closely with other members of the student support team and wider College to ensure a student's pastoral and educational support needs are met.
  - Provide advice to faculty and staff with concerns about a student's mental wellbeing.
  - Maintain accurate records of all student interactions using TARGETconnect in accordance with internal guidance and protocols in compliance with GDPR.
  - Promote good practice across the College in supporting mental wellbeing. Development and delivery of training and awareness workshops for staff and/or students in student mental health matters in consultation with the Head of Service.
  - Develop and provide self-help information for students and staff on mental health issues and available support.
  - Contribute to mental health awareness-raising activities generally, promoting the maintenance of good mental health and wellbeing for all students.
  - Maintain a thorough and up-to-date knowledge and understanding of relevant College policies relating to student support such as Support to Study, Safeguarding, Prevent, Extenuating Circumstances and Break in Studies.

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- Regularly review the mental health support being offered, identifying any gaps in support and making recommendations to the Head of Service.
- Other associated student support and development tasks will be required to be performed from time to time as directed.

## About the College

Founded in 2012, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. NCH continues to grow taking in more students year on year, further expanding its courses, network and opportunities.

### Person specification criteria (essential / desirable)

- Qualification in mental health nursing, social work, counselling or other professional qualification relevant to this role [E]
- Experience of working with young people age 16+ [E]
- Experience of working with people from a range of ethnicities, socio-economic groups and nationalities. [E]
- Experience of supporting people with mental health issues, including responding appropriately to people in crisis. [E]
- Experience of maintaining professional boundaries appropriate to the role. [E]
- Experience of working as part of a service team, preferably within a multidisciplinary setting. [E]
- Experience of working within organisational policies and procedures [E]
- Experience of maintaining client/student/patient records [E]
- Ability to remain calm and professional when working with people in distress or who are agitated [E]
- An understanding of the challenges of studying at HE level and knowledge of the impact that mental health issues can have on a student and their studies. [E]

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- Knowledge of a range of self-help strategies for managing, maintaining and improving mental health and how they can be utilised in an educational context. [E]
- A working knowledge of NHS mental health services and referral structures/protocols.[E]
- Excellent interpersonal and communication skills to be able to work on a 1:1 basis with a diverse range of students. [E]
- Ability to recognise signs of deterioration in students' mental health and take appropriate action. [E]
- A good working knowledge of relevant legislation including the Equality Act 2010 and General Data Protection Regulation (GDPR) [E]
- Good IT skills, using Word, Excel, email, Internet [E]
- DBS check will be required [E]
- Available to occasionally work outside of normal office hours [E]
- Good undergraduate degree [D]
- Experience of working with FE or HE students in a college or university [D]
- Experience of developing and delivering training on mental health issues [D]

## Application process

Applications should be made via [this link](#) by 20:00 on **22<sup>nd</sup> November 2022**. Please reference your application "**MAHMC1022**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.