

Lead Student Mental Health Adviser

Job Description

Position overview

Department	Student Support and Development, Academic Services
Location	Devon House, London
Term	Full-time; permanent
Salary	£43,000 - £45,000 per annum, depending on experience
Benefits	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)
Start	1 April 2023 or as soon as possible thereafter

As the Lead Student Mental Health Adviser you will have responsibility for the coordination and oversight of the team of Student Mental Health Advisers within Student Support and Development. In addition you will also provide mental health support to students at all level of study. You will be highly experienced in the provision of mental health support for students. You will be able to assess risk and support colleagues and the Head of Student Support and Development to manage the response to students of concern and critical student incidents. You will have responsibility for the day to day operations of the Student Mental Health Adviser team, to include caseload management, the utilisation of TargetConnect, the appointment and casebook management system, and scheduling the team's use of the available support rooms. The Lead Student Mental Health Adviser will roughly split their time 40% student casework and 60% team leadership work.

Duties and Responsibilities

- To act as the line manager for the Student Mental Health Advisers. This includes:
 - Day to day team administration such as approval of leave and recording sickness absences.

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- Management of casework allocation across the team
- Ensuring the team fully and correctly utilise TargetConnect the appointment and casebook management system. Entering updates and amendments to the system to reflect service changes and developments,
- Helping to ensure the efficient use of the support rooms by working with the Head of Student Support and other team Leads to agree room usage schedules.
- Oversee the induction and training of new Student Mental Health Advisers
- 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 University's Safeguarding or Prevent Policies have been enacted, in close liaison with the University's Safeguarding and Prevent Lead and external NHS, Local Authority or Channel staff if appropriate.
 - Provide support to students where the University's Support to Study Policy has been enacted, in liaison with other staff 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.

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- 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 University following internal processes and guidelines.
- 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.
- Along with the Head of Student Support ensure the delivery of 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.
- Provide advice to faculty and staff with concerns about a student’s mental wellbeing.
- Ensure accurate records of all student interactions with Student Mental Health Advisers are maintained in accordance with internal guidance and protocols in compliance with GDPR.
- Support the Head of Student Support and Development to promote good practice across the University in supporting mental wellbeing, including development and delivery of training and awareness workshops for staff and/or students in student mental health matters.
- 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 University 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.
- Any other duties as required by the Head of Student Support and Development

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) 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 University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. The University continues to grow further expanding its student cohort, courses, network and opportunities. 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 providing mental health support to students in higher education or further education (E).
- Experience of assessing and managing risk in relations to self-harm and safeguarding (E).
- Experience of staff leadership/ management in an educational or clinical setting (E).
- Ability to induct and train new members of staff to ensure their compliance with policies, guidelines and working practices (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 accurately and to a high standard (E)
- Ability to remain calm and professional when working with people in distress or who are at risk of self-harm. (E)

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- A working knowledge of NHS mental health services and referral structures/protocols. E
- Excellent interpersonal and communication skills to be able to work effectively with students and with colleagues across teams.
- A strong working knowledge of relevant legislation including the Equality Act 2010 and General Data Protection Regulation (GDPR) and ability to provide guidance to others on these (E).
- Strong IT skills, confident in using electronic record and appointment systems and Word, Excel, email, Internet (E)
- DBS check will be required
- Available to occasionally work outside of normal office hours to respond to urgent student issues (E).
- Occasional travel may be required (E)

Application process

Applications should be made via [this link](#) by 20:00 on the **26th of March 2023**. Please reference your application “**LSMHA0223**”. Participation in the equal opportunities section is encouraged, but voluntary.

Interviews are expected from the **5th and 6th of April 2023**.

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.