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| JOB DESCRIPTION | |
| **JOB TITLE** | Head of Wellbeing and Inclusion |
| **REPORTING LINE** | Director Graduate Outcomes |
| **RESPONSIBLE FOR** | * Counselling and Wellbeing Team * Disability and Inclusion Team * Digital and online resources |
| **KEY INTERNAL CONTACTS** | * Students * Academics * Professional services * Director of Studies Office * All Faculty Members |
| **KEY EXTERNAL CONTACTS** | * Health Care professionals * Relevant NHS contacts * DSA – Mentors / Specialist Study Skills Tutors * Other specialist agencies and suppliers |
| **OVERALL JOB PURPOSE** | To ensure students have access to the right support at the right time, enabling them to engage fully with their studies and wider university life.  Take a lead role in building a consistent, coordinated approach to student wellbeing and inclusion ensuring the service is responsive to student needs, aligned with institutional priorities, and delivered in a way that is practical, effective, and student-focused.  Champion the integration of new digital and online resources into the service, working collaboratively with external suppliers and agencies to ensure students receive tailored support based on individual needs |
| **KEY RESPONSIBILITIES** | * Manage and lead the Wellbeing, Disability, and Counselling service and its functions. * Lead and champion the adoption and launch of new digital and online resources to enhance service delivery * Assess, evaluate and manage high-risk student cases referring onto specialist advisers and services * Oversee the wellbeing Cause for Concern process, ensuring timely, sensitive, and effective responses to student welfare * Together with the Director of Studies Office, contribute to the University-wide responses to critical student incidents, including Fitness to Study, notifying and liaising with a range of services both within and outside the University. * Manage the Disability and Dyslexia team to ensure high-quality delivery of needs assessments, risk evaluations, and Statements of Reasonable Adjustment (SORAs), while providing strategic oversight of student support and funding guidance. * Implement policies related to disability and inclusion, mental health, and sexual violence prevention * Monitor and report on key performance indicators for the service * Oversee student case management with the Wellbeing team. * Attend and contribute to relevant internal and external meetings. * Liaise with external agencies and professional bodies to ensure up-to-date specialist knowledge and maintain awareness of best sector practices. * Design and deliver training to colleagues. * Contribute to a safe learning environment ensuring awareness of individual responsibilities and compliance with Health and Safety and Safeguarding policies and procedures at all times   **GENERAL**   * Such other duties temporarily or on a continuing basis, as may reasonably be required. * Willingness and ability to work outside office hours on occasion. |
| **QUALIFICATIONS/ EXPERIENCE REQUIREMENTS** | **ESSENTIAL**   * Degree or equivalent * Qualification in counselling or mental health * Experienced in managing the delivery of a support service in a professional environment, preferably in education. * Evidence of continues professional development   **DESIRABLE**   * Accreditation/Registration with British Association for Counselling and Psychotherapy BACP, UKCP or other relevant professional body * Experience of HE environment * Experience in delivering training |
| **KNOWLEDGE/SKILLS** | * Strong understanding of the complex social, emotional, mental health, and cultural challenges faced by students from diverse backgrounds. * Substantial and demonstrable leadership and people management experience in a relevant professional setting. * Thorough knowledge of Wellbeing and Counselling processes/issues in education. * An excellent understanding of the legislative framework relation to Equality Act 2010 and the mental health capacity act * Understands of the importance of safeguarding in UK higher education settings, including implementation of appropriate policy, training, and appointment of Designated Safeguarding Leads to address risks of harm, exploitation, and radicalisation to young people and vulnerable adults * Sound understanding of the relevant professional, legal and regulatory requirements related to supporting student wellbeing. * Demonstrable understanding of equality and diversity, and their practical application within a student support environment. * Good management skills (including excellent time management skills) and the ability to manage these within competing demands. * Ability to plan ahead and meet deadlines under pressure. * Ability to assess and manage risk. * Good general IT and administrative skills. * Ability to quickly understand complex information and convey it confidently and effectively to a variety of audience |
| **PERSONAL CHARACTERISTICS** | * Excellent interpersonal skills. * A pro-active and positive approach. * Able to work calmly and demonstrate personal resilience and flexibility in managing high-risk / pressurised situations * Able to maintain personal and professional boundaries. * Demonstrate a commitment to equality and inclusion and its practical implications * Able to manage difficult situations effectively with diplomacy and tact. |