



JOB DESCRIPTION

| 1. JOB SPECIFICS | |
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| Job Title: | Wellbeing Practitioner (Mental Health) |
| Reports to: | Head of Welfare and Compliance |
| Location: | London, but may be required to travel to Birmingham and Manchester |
| Department: | Welfare |

| 2. ABOUT THE ROLE | |
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| What you'll be doing? | <p>The post holder, in collaboration the welfare team, disability teams and Student Relations Manager, will contribute to the delivery and development of a range of services including individual and group work, provision of a professional advisory service for staff and students, internal or external referral, and curation of psycho-educational or self-help resources. As a Mental Health Adviser you will assist and support the Head of Welfare and Compliance in promoting, developing, and maintaining a safe and ethical wellbeing service within QAHE. This will include looking at key times throughout the academic year and proactively planning and organising events and interventions to promote wellbeing activities.</p> |
| Key Responsibilities | <ul style="list-style-type: none"> • Manage a caseload of undergraduate and postgraduate students with mental health difficulties and/or disabilities, delivering focused therapeutic interventions both in person and remotely, and co-ordinating support across a range of services to optimise their student experience. Provide targeted support where appropriate at periods of transition e.g. pre-entry, suspense and placements. • Establish effective working relationships with external service providers, (GPs, specialist mental health services, social care), to facilitate students' access appropriate medical support. Promote timely, effective information sharing and collaborative working. • Provide urgent triage, assessment and robust, collaborative risk management interventions to students experiencing a mental health crisis, referring to and liaising with internal and external service providers as appropriate. • Provide comprehensive mental health assessments to students presenting with significant mental health needs and provide appropriate advice, signposting and referral on to additional services. • Working as part of a team to identify, develop and promote new initiatives to support students with additional learning needs • Contribute to the development and delivery of policies, |

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| | <p>procedures and practices to improve services for students with mental health difficulties, ensuring a high quality, equitable service in accordance with disability and other equalities legislation.</p> <ul style="list-style-type: none"> Contribute to the promotion of student mental wellbeing and the awareness of student mental health issues across QAHE, including through staff training. |
| KPIs & SLAs | <ul style="list-style-type: none"> Providing monthly reports on uptake of mental health provision Responding to crisis within 1 hour Responding to stakeholder enquires within 24 hours |
| Key Working Relationships | Academic teams, Registry, Programme administration, ACE team, Library, Skills Coaches, Student Services, Finance, Recruitment, Admissions, Conversions, Partner University Welfare teams, Employers (DAs) |

3. ABOUT YOU

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| Skills & Abilities | <ul style="list-style-type: none"> Ability to work as part of a multi-disciplinary team and build effective working relationships with a wide range of immediate colleagues and external providers. Ability to react proactively to clients experiencing mental health crises and develop collaborative, individualised risk management plans which take account of positive risk-taking and multi-agency liaison. Excellent communication and networking skills that establish trust and credibility with students and staff at all levels Exceptional problem-solving skills with the ability to work on own initiative Ability to work as part of a multi-disciplinary team and build effective working relationships with a wide range of immediate colleagues and external providers. Emotional resilience and ability to work calmly and effectively under pressure. |
| Your Experience | <ul style="list-style-type: none"> Supporting clients with complex mental health difficulties in a multi-agency context.(E) Experience of delivering targeted, evidence-based mental health interventions. (E) Experience in working in Higher Education (D) Experience of delivering group interventions. (D) |

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| <p>Your Knowledge</p> | <ul style="list-style-type: none"> • Evidence of relevant continuing professional development/training in the field of mental health/therapeutic interventions (E) • Practical working knowledge of the Equality Act 2010 in relation to all protected characteristics and a sound grasp of the legal aspects of supporting disabled students (E) • Understanding of the SEND Code of Practice 2015 (D) |
| <p>Your Qualifications</p> | <ul style="list-style-type: none"> • Current professional registration in the field of mental health relevant to this role (NMC or HCPC registration)(E) • Degree level qualification or equivalent. (E) |
| <p>What you'll bring to QA</p> | <ul style="list-style-type: none"> • Excellent communication skills • The ability to engage and motivate students • Problem solving skills to introduce new ways of working • Skills of persuasion and influence |

| 4. ABOUT QA | |
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| About us | <p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p> |
| We promise to be | <p>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards. ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you - our learners and our customers - to earn your trust. ○ We connect a solution to your problem - we have tonnes of different services to help you. ○ We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change - and support it. ○ We challenge ourselves to use the latest technologies and methods - no matter how out there. ○ We're curious - about what you do, about what the person next to you does, about our customers and our learners. |

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| <p>What's on offer?</p> | <p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years)- with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme |
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