

## JOB DESCRIPTION

Job Title:	Mental Health Advisor
Job Reference:	LIB739
Campus:	Hendon Campus
School / Service:	Wellbeing Services (Student Mental Health), Library and Student Support
Grade:	Grade 7
Salary Range:	£36,179 -£41,560 per annum inclusive of Outer London Weighting
Period:	Permanent
Reports to:	Student Mental Health Manager
Reports to Job Holder:	None

Library and Student Support (LSS) brings together all aspects of generic student support into a single service. It plays a key role in supporting the University's teaching and learning strategy, working closely with Faculties and other services to provide both academic support and general and specialist student support to a diverse community of over 20,000 students based in London plus other students studying Middlesex programmes. The Director of LSS reports to the Deputy Vice-Chancellor (Learning and Innovation).

Within LSS, there are two large teams comprising:

- Library and Learner Enhancement (library collections and services, academic writing and numeracy support, research support, peer-assisted learning and the Museum of Domestic Design and Architecture)
- Student Support (student information and advice provided by UniHelp, specialist advice provided by money/welfare and visa/immigration advisors, disability and dyslexia support, counselling and mental health support and student wellbeing generally).

A smaller team is managed by the Deputy Director (Ops and Resources) who is responsible for student IT services and LSS business and communications support plus effective operational co-ordination between the different teams including that relating to staff, space and compliance matters. Each of the three teams is headed by a Deputy Director, reporting directly to the Director of LSS.

Student Support Services combine a number of services to deliver holistic support for students, including:

- Disability and Dyslexia Support – Providing assessment of needs for students with disability, dyslexia or other learning difficulties along with practical support for students and Schools to ensure that disability does not create an obstacle to learning. Includes the management of the North London Regional Access Centre
- Student Mental Health – Providing individual support frameworks for students presenting with mental health issues. Providing practical advice and guidance to School and Service colleagues on identifying and making appropriate referrals for students with mental health concerns
- Student Counselling – Providing individual support sessions to students dealing with immediate crisis or longer-term difficulties affecting their life in general or University life specifically and provides a wide range of group workshops

- UniHelp – Providing a single point of enquiry, by phone, online, chat and face to face to all students, with the face to face service located at the Hendon campus. The UniHelp Desk is also the central place for handing in paper-based coursework. Helpdesk Advisors – both those at the desks and those managed remotely by the Helpdesk Development Team, can provide information and support on all aspects of life at the University and take ownership for resolving or triaging student queries.
- Student Advice – The team provide a professional advice and guidance service to students seeking support with issues relating to student finance and budgeting, debt management, legal rights and personal welfare and well-being to enable them to make a smooth transition into higher education and encourage academic progress and student retention
- International Student Advice (Immigration) – This team provides information and advice on visa and immigration policies and procedures to international students wishing to continue their study at the University and provides workshops on the Tier 4 application process

### **Overall Purpose:**

- Provide wellbeing interventions, advice, guidance and support for students experiencing medium to long-term /enduring and/or complex mental health difficulties to enable them to succeed at University.
- Provide emergency response to students experiencing mental health crisis, providing effective liaison between key stakeholders in supporting the student.
- Provide generic information and advice to University staff on matters concerning mental health

### **Principal Duties:**

Working under direction of the Student Mental Health Manager, to:

1. Conduct initial clinical assessments of students presenting to the Counselling & Mental Health service. Formulate comprehensive intervention and support plans which have measurable impact as part of the assessment.
2. Effectively manage and report on a case load of students who require frequent/on-going mental health support in line with best practice.
3. Co-ordinate support for students experiencing more complex, longer-term mental health conditions
4. Take a lead on external liaison with Care Programme Approach reviews, Inpatient Discharge Planning, GP Surgery meetings, Accident and Emergency referrals and follow-ups
5. Make appropriate referrals to external agencies (statutory and charitable/third sector) for medium to longer-term mental health and psychotherapeutic support
6. Accept and respond to Fitness to Study and Cause for Concern referrals for students experiencing mental health crises, and/or presenting more complex mental health needs.
7. Conduct risk assessments and formulate safety plans with and for students experiencing mental health crisis, including suicidal thoughts and feelings and action the appropriate referrals to external agencies.

8. Provide casework consultation; deliver expert advice and guidance regarding student mental health concerns for staff on both an individual and group basis, (Including Fitness to Study panels).
9. Establish effective working relationships with faculties, academic departments, services and other Middlesex University teams to ensure there is effective support for students with emotional and mental health difficulties.
10. Support the delivery and development of a wide range of events, strategies and training programmes to increase understanding of the areas of mental health across the University.
11. Contribute specialist training and other events with colleagues to support continuous professional development in the subject of mental health.
12. With the Student Mental Health Manager, liaise with community agencies, health providers, statutory services and other external agencies, and to actively seek new collaborative work, outreach and networking opportunities.
13. Work with the Wellbeing Services management team to review service quality and improve the effectiveness of the support offered to students.
14. Contribute where appropriate to policy development, service planning and research into student wellbeing and to keep up-to-date on issues and developments in higher education, both generally and specifically.
15. Work in accordance with relevant legal and ethical requirements e.g. Mental Health Act, NICE guidelines, Equality Act, Health and Safety at Work Act and appropriate codes of professional conduct and practise (e.g. NMC, HCPC, BASW, BACP, UKCP, BPS, etc.)
16. Keep and collate accurate records on all students in accordance with the Data Protection Act, guidance from professional bodies, and current policies and protocols
17. Actively seek supervision for all aspects of post, recognising personal and professional boundaries and limitations.
18. Work in accordance with and to promote University policies and practices, particularly those related to equality and diversity
19. Report on all relevant matters related to the role to manager in a timely manner, and to undertake any other duties, commensurate with the grade, as requested by manager

## PERSON SPECIFICATION

The successful candidate should be able to clearly demonstrate the following key skills, knowledge and behaviours necessary for the role:

### Essential:

Qualifications, training and membership

- A degree or equivalent qualification
- A recognised qualification in profession relating to mental health support or psychological professions e.g. Approved Mental Health Professional such as Registered Mental Health Nurse, Qualified Social Worker, Occupational Therapist
- Mental Health First Aid trainer accreditation (or willingness to complete training)
- Significant evidence of continuing professional development including a qualification in a specialist intervention such as Cognitive Behavioural Therapy (CBT), Solution-Focused Therapy, Coaching, Mindfulness-based Cognitive Therapy, or equivalent
- Membership of an appropriate professional body and proven credibility in a professional setting

### Experience

- Substantial experience of working with adults with mental health difficulties, and ability to implement support requirements within the context of an HE environment
- Experience of risk assessment and safety planning processes in relation to a range of mental health conditions and interpersonal difficulties
- Significant experience of multi-disciplinary and cross-team working
- Experience of planning and delivering presentations, and creating learning resources for workshop or training contexts

### Skills and Knowledge

- Knowledge of risk and protective factors in relation to a range of emotional, psychological and interpersonal difficulties
- Demonstrable knowledge and understanding of the wide range of mental health presentations including 'personality disorder' diagnoses, self-harm and suicidal ideation and intent
- Understanding and awareness of mental health and other relevant legislation (e.g. Mental Health Act 1983, Equality Act 2010, Mental Capacity Act 2005, Human Rights Act 1998, Data Protection Act 1998)
- Knowledge to act as a main point of contact/point of referral for specific procedures, systems, processes etc. related to student mental health and wellbeing
- Demonstrable ability to respond effectively in situations of mental health crisis, both in terms of interpersonal response and process
- Knowledge of evidence-based practice and interventions to facilitate best outcomes for service-users within the field of mental health
- Ability to develop positive working relationships and maintain professional boundaries with service-users
- Ability to work autonomously and prioritise workloads
- Excellent and effective verbal and written communication skills
- Strong interpersonal skills and ability to work well within a team
- Demonstrable IT skills with the ability to use a variety of packages and produce clear reports

- Knowledge and application of information sharing protocols in relation to data protection, equality and freedom of information
- Understanding of safeguarding and its application in practice
- Ability to deliver presentations and training input to diverse audiences (students, parents/carers, student peer supporters, university and student union staff)

**Desirable:**

- Ability to provide input into the development of service area policy etc. including effective writing of reports and procedures
- Experience of work in a Further or Higher Education setting with young people/young adults
- Experience of delivery of specific interventions e.g. mindfulness, support for drug and alcohol-related or sexual harassment/violence concerns
- Thorough knowledge of local voluntary and statutory support agencies

NB. Successful candidates will be required to undertake an Enhanced Disclosure and Barring Service check.

Hours: 35.5 hours per week for 52 weeks per annum; actual daily hours by arrangement. Some flexible working involving weekend or evening work may be required

Leave: 30 days annual leave plus six extra University days and all Bank Holidays.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

No Parking at Hendon campus: there are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders.

Information on public transport to Hendon can be found here:

[http://www.mdx.ac.uk/campus/campuses/docs/Hendon\\_campus\\_map.pdf](http://www.mdx.ac.uk/campus/campuses/docs/Hendon_campus_map.pdf)

**This post is exempt from the Rehabilitation of Offenders Act 1974 and requires a Disclosure and Barring Service certificate. You are therefore required to disclose details of any criminal record. ALL criminal convictions, cautions, reprimands or final warnings, even if they would otherwise be regarded as spent under this Act must be disclosed, as well as any other information that may have a bearing on your suitability for the post, including pending prosecutions.**

The University will apply for a DBS certificate before your appointment is confirmed.

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.

**Closing date for receipt of applications: 23 March 2017**

**Interview date: 3 April 2017**

What Happens Next?

If you wish to discuss the job in further detail please contact Kate Woodrow on (020) 8411 4562 or by email at [k.woodrow@mdx.ac.uk](mailto:k.woodrow@mdx.ac.uk)