

<b>SECTION A: THE ROLE</b>	
<b>Job Title:</b>	Student Mental Health and Wellbeing Manager (Service Manager/Leader)
<b>Institute/Service:</b>	Directorate of Student Services
<b>Job Grade:</b>	Grade 07
<b>Job Family:</b>	Services
<b>Job Location:</b>	Lancaster or Carlisle
<b>Responsible To:</b>	Head of Student Support
<b>Responsible For:</b>	Mental Health Caseworkers and Trainees
<b>Role Purpose:</b>	
<p>To support the operation of a high functioning mental health and wellbeing service within the University, ensuring that the service meets the key priority delivery areas and is delivered to required timescales. The Mental Health and Wellbeing Manager will lead the team providing specialist mental health and wellbeing support and resources for students, maximising their student experience.</p> <p>The Mental Health and Wellbeing Manager will undertake an active caseload of students.</p>	

<b>SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES</b>	
	<b>Student Mental Health and Wellbeing Leadership:</b>
<b>1.</b>	<ul style="list-style-type: none"> <li>To manage the Mental Health and Wellbeing team and take responsibility for the provision of mental health and wellbeing services to students covering both the development and implementation of proactive wellbeing support initiatives and resources alongside the effective management of referrals into the MH&amp;WB service, including oversight of safeguarding and You Report, We Support cases. Provide professional judgement as required.</li> <li>Work closely with the Head of Student Support and the Disability Team Manager to oversee complex student welfare cases.</li> <li>Oversee the development of processes, procedures, policies and practices that support strategic business needs, maintain legal and professional compliance and ensuring service delivery is informed by and responds to relevant University plans and external drivers eg MHWB strategy, Suicide Safer Universities, OFs requirements etc.</li> <li>Build relationships with colleagues in the wider organisation to ensure effective support for students.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide student wellbeing and mental health related advice to staff across UoC and lead on strands of wider university student mental health and wellbeing developments including the Mental Health Strategy, Suicide Awareness strategy, Trusted contact etc. as agreed with the Head of Student Support/Director of Student Services.</li> <li>• Engagement in internal and external professional networks and feedback of good practice</li> <li>• Contribute to the delivery of continuing professional development across the student support teams.</li> </ul>
<b>2.</b>	<p><b>Team Leadership</b></p> <ul style="list-style-type: none"> <li>• To provide effective line management to all members of the Mental Health and Wellbeing team, ensuring that staff receive regular appraisals, guidance on objectives and development opportunities, and that the workload of the team is planned effectively to ensure work is delivered in a timely manner and to a high quality.</li> <li>• To support and develop team members including with CPD and ongoing training and support, clinical supervision arrangements and peer supervision.</li> <li>• To ensure appropriate monitoring of targets, evaluation of impact and reporting takes place.</li> </ul>
<b>3.</b>	Report to and participate in relevant Committees and working groups to contribute strategy, develop policies and practice, and make recommendations
<b>4.</b>	Respond and support staff with student crisis situations (e.g missing or suicidal students) – supporting the Head of Student Support and or Director of Student Services or other senior programme staff.
<b>5.</b>	Ensure that the Mental Health and Wellbeing team is a data driven team and to prepare reports, briefings, presentations and training as required and contribute to the annual cycle of service review and planning.
<b>6.</b>	To support the principle of early intervention and proactive outreach by ensuring participation by the team and the role in eg induction or other events, group work, support of eg Mental Health national, regional and local events.

**Additional Information:**

You will on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**Our Values:**

At the University of Cumbria, our values shape the way we work, our culture and environment.

*We are PERSONAL*

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

*We are PROGRESSIVE*

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

*We are ENGAGED*

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

**Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Health & Safety Statement**

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

<b>Criteria for Grade 7 Role Title: Student Mental Health and Wellbeing Manager</b>	<b>Essential/ Desirable</b>	<b>To be identified by:</b>
<p><b>Qualifications</b></p> <p>Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.</p> <p>Professionally trained and accredited by an appropriate professional body in the field of mental health, for example: RMHN nursing degree or equivalent; Diploma Mental Health Social Work; Therapist; Psychological Wellbeing Practitioner</p> <p>Membership of a relevant professional body or demonstrable professional credibility, e.g. Amoshe, BACP, UMHAN etc.</p> <p>Safeguarding training/qualification.</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p> <p>Application form</p> <p>Application form</p>
<p><b>Experience</b></p> <p>Post qualification experience practicing within mental health or counselling.</p> <p>Experience of supporting learners whose study or life is being affected at times by their mental health and wellbeing.</p> <p>Experience of client assessment, including risk assessment and the ability to make appropriate recommendations for interventions, support, risk management and referral to external agencies as required.</p> <p>Proven experience of leadership and managing teams including providing general supervision for the team</p> <p>Experience of working in higher education and/or awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job.</p> <p>Experience of managing complex casework including multiagency working.</p> <p>Experience in a safeguarding/Prevent role</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Application form/Interview</p> <p>Supporting Statement/Interview</p> <p>Supporting Statement/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p><b>Knowledge, skills and abilities</b></p> <p>Detailed knowledge of theory and operational knowledge of student mental health and wellbeing and services (including statutory and voluntary sector medical and mental health) around it to act as a main point of contact/ point of referral for specific procedures, systems, processes, etc.</p> <p>Ability to lead, manage and develop the student mental health and wellbeing service</p> <p>Organisation and time management skills to plan and organise activities and events of some complexity including relevant budgeting and planning processes.</p> <p>Excellent verbal and communication skills together with exceptional interpersonal skills with the ability to negotiate effectively and influence others.</p> <p>Ability to input into the development of Service policy, to</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Supporting Statement/Interview</p> <p>Supporting Statement/Interview</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p>

propose and implement improvements to systems and working methods and develop internal and external networks.	Essential	Application Form/ Interview
Experience of analysing and interpreting data, drafting reports and delivering briefings to others	Essential	Application Form/ Interview
Flexible and adaptable approach with an ability to work under pressure and motivated to deliver consistently high-quality services for students.	Essential	Application Form/ Interview
Ability to relay complex information to staff and other stakeholders both internal and external to the University, and to negotiate, and represent work issues on behalf of the Service/Department.	Essential	Supporting Statement/ Interview
Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, eg Office 365.	Essential	Application Form/ Interview
Professional approach to work and work colleagues and an ability to work independently and show initiative.	Essential	Application Form/ Interview
Knowledge of relevant legislation, regulation, guidance & best practices relating to mental health	Essential	Application Form/ Interview
Resilient and robust nature, comfortable with responding to and managing high risk and complex student situations calmly, effectively and with empathy	Essential	Supporting Statement/ Interview
<b>Other</b>		
Commitment to the <a href="#">Strategic Plan</a> of the University especially in relation to equality of opportunity at work, a healthy and safe working environment and the expected behaviours of an effective Leader.	Essential	Interview