SECTION A: THE ROLE	
Job Title:	Mental Health Case Worker
Institute/Service:	Student Services
Job Grade:	Grade 06
Job Family:	Services
Job Location:	Carlisle
Responsible To:	Mental Health & Wellbeing Manager

Role Purpose:

To work within the multidisciplinary Mental Health and Wellbeing Team, which includes other Mental Health Case Workers and Trainee Counsellors, to support students with their mental health and wellbeing, and to play a role in safeguarding and protection of vulnerable students, through direct intervention, or through signposting or referring to specialist services.

To be an advocate for student success and possess a demonstrated ability to multi-task and manage a diverse caseload, as well as act as a duty worker on a rotational basis. The Mental Health Case Worker will demonstrate an ability to document and establish systems for receiving and tracking cases and will offer case management services to a population of students with mental health and social support needs through a range of mental health interventions, referrals, and connection to follow up services. The role will include working with individual students, as well as groups of students.

To provide efficient and effective mental health support services, working to defined service standards and supporting the needs of students on and off campus. A key feature will be working with academic colleagues and other service personnel and the delivery of online and face to face support.

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	To provide a flexible service offering talking therapy, psycho-social interventions, and guidance to students with a range of mental health and wellbeing needs.
2.	To deliver the support through a variety of mediums e.g., one-to-one, online or face-to-face, group work, workshops, one off events, "supporting the supporters", and through digital campaigns. To design psycho-educative workshops and groups.
3.	To work in partnership with the academic departments and other student support teams (e.g. disability services, safeguarding officers, accommodation staff, etc.) to provide a range of wellbeing support services and to contribute to a coordinated response to crisis situations.
4.	With guidance from the line manager, the Mental Health Case Worker will effectively manage their caseload, including administrative duties such as producing timely and accurate case notes ensuring that all records comply with relevant legislation and service clinical governance standards. The Mental Health Case Worker will be able to effectively prioritise and respond to students in various levels and states of distress and be able to contribute to effective risk management.
5.	To keep up to date with innovative or evidence based/informed practice and continue to develop professional skills and expertise. To meet the requirements of the relevant professional membership body.

6.	To act in accordance with relevant legislation including the Equality Act, and Data Protection Act.

Additional Information:
You may 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.

Criteria for Grade 6 **Role Title: Mental Health Case Worker**	**Essential/ Desirable**	**To be identified by:**
Qualifications Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.	Essential	Application Form
Must have membership (with the qualification and accreditation where listed) of one or more of the following organisations: 1. Association of Child Psychotherapists 2. BABCP accreditation 3. BACP registered or accredited 4. British Psychoanalytic Council – under a member institution 5. British Psychological Society Chartered Member (CPsychol)/IAPT register/ Graduate Member (MBPsS) AND also PG qualification in Psychology or Mental Health 6. COSCA accredited member 7. FDAP (NCAC) 8. General Medical Council (GMC) – Psychiatry 9. Health and Care Professions Council (HCPC) (Arts Therapist/ Occupational Therapist/ Practitioner Psychologist/ Social worker in England) 10. IACP accredited member 11. National Counselling Society (Senior Accredited Member or above) 12. Nursing and Midwifery Council (NMC) – Mental Health Nurse/ community Mental Health nurse / Psychiatric Nurse 13. Social Work England (SWE) 14. Social worker body for Scotland SSSC/ Wales CCWales/ NI (NISCC) 15. UKCP full clinical individual member 16. UMHAN member	Essential	Application Form
Qualification in a specialist intervention such as Cognitive Behavioural Therapy, Person-Centred Counselling, Solution Focussed Therapy, Mentoring, Coaching, etc.	Desirable	Application Form
Experience		
Experience of providing one-to-one therapeutic interventions or talking therapies to individuals experiencing common mental health difficulties	Essential	Supporting Statement/ Interview
Experience of working in a health and social care setting or higher education setting, supporting students/people with mental health conditions or with interpersonal difficulties.	Essential	Supporting Statement/Interview
Experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.	Essential	Application Form/Interview
Experience of risk assessment and safety planning processes in relation to a range of mental health conditions or interpersonal difficulties.	Essential	Application Form/Interview
Experience of working in higher education and changes such as innovations, changes in legislation/regulation which impact on the role.	Desirable	Application Form/Interview

Knowledge, skills and abilities Able to apply a detailed understanding of mental health and wellbeing, to act as a main point of contact/ point of referral for specific procedures, systems and processes etc. e.g. Duty Work.	Essential	Supporting Statement/ Interview
Knowledge of mental health conditions and interpersonal difficulties, and the potential impact on academic life.	Essential	Supporting Statement/ Interview
Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to others.	Essential	Supporting Statement/ Interview
Ability to be highly organised and keep up-to-date, appropriate records and case notes which comply with relevant legislation and service standards.	Essential	Supporting Statement/ Interview
Well-developed analytical/problem solving capability to identify issues to support decision making.	Essential	Application Form/Interview
Ability to provide detailed guidance, coaching, and instruction to develop the knowledge and skills of others.	Essential	Application Form/Interview
Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology and development and maintenance of websites e.g. Office 365.	Essential	Application Form/Interview
Professional approach to work and work colleagues and an ability to work independently and show initiative.	Essential	Interview
Resilient and robust nature, comfortable with responding to and managing high risk and complex student situations calmly, effectively and with empathy	Essential	Interview