Mental Health Advisor

**Job Reference:** <from Agresso>

**Department:** Student Support Services (Student Experience Directorate)

**Grade/ Salary:** Grade 7, £38,454.86 - £42,852.82

**Contract Type:** Permanent

**Hours:** 0.8 FTE

**Location:** New Cross, London

Closing date for applications: **Sunday 17th March 2019**

Interviews: **Week commencing Monday 25th March 2019**

**Goldsmiths**

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.
The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services [where this role sits]
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

The Department

The Student Support Services Department comprises Student Advice and Wellbeing and Accommodation Services, and provides advice and support throughout the student journey.
Together we enable student engagement and satisfaction, contribute to the success of our academic departments, and directly support the four pillars of Goldsmiths Strategic Plan. We give students a warm welcome, vital support and advice, the opportunity to complement their academic learning with co-curricular activities and employability opportunities.

Student Support Services works alongside, and in support of, Goldsmiths academic departments and all other professional services, to enable every student to thrive at Goldsmiths, and to make sure they can engage with the College, the wider community and their peers.

Find out more: [www.gold.ac.uk/students](http://www.gold.ac.uk/students)

**Job description**

Reporting to: Head of Student Support, Disability, Wellbeing, Counselling and Chaplaincy

**Summary:**
We are seeking a highly experienced Mental Health Advisor to join Student Support Services, part of the Student Experience Directorate. The post holder will work as part of a multidisciplinary team to support students’ physical, mental, emotional and spiritual wellbeing.

This is a new key role for the University and the role-holder will work with a case load of students identified as experiencing and/or declaring mental health difficulties, coordinating care plans for students in conjunction with NHS, voluntary and statutory agencies, and liaising with other University staff where appropriate.

The successful candidate will have considerable clinical experience of working with student client groups with diagnosed, or diagnosable, mental health issues; a strong track record of working safely and effectively with high risk clients; and demonstrable experience of networking, liaising and using referral processes, both internally and within the wider context of NHS services and other agencies.
Main duties:

- To complement the Wellbeing and Disability teams, working to provide or facilitate the provision of mental health treatment and/or support to students with mental health difficulties so they can engage successfully with their studies and participate with university life.
- To carry a caseload of students, providing individual support sessions and follow up until the point of onward referral to relevant services.
- To support students experiencing a mental health crisis to access appropriate medical and/or psychiatric services.
- To support, refer, signpost and liaise as appropriate to ensure students have access to appropriate support, interventions and treatment.
- To work closely with colleagues in exploring and developing the most effective ways of supporting students with mental health difficulties.
- To effectively establish links with relevant professionals within mental health services, to avoid duplication of roles as well as potential gaps in service provision, and to endeavour to establish smooth pathways into relevant services.
- To offer information and guidance to students (and staff in respect of students) who have withdrawn temporarily due to mental ill-health.
- To liaise with NHS and community based services to initiate, co-ordinate and review support/care plans.
- To attend regular meetings with Student Support Services teams, to contribute to best practice and collaborative working.
- To contribute to the wider university discourse around student mental health and wellbeing.
- To ensure that students with long term mental health conditions are signposted internally to access appropriate DSA funded support.
- To liaise with academic and support staff within the university, at the request and with consent from the student, to convey the impact mental health difficulties might have on the student’s academic participation and performance.
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- To assist the Head of Student Support to promote the activity of Student Support Services by working across the Student Experience Directorate, professional service...
departments, academic departments, the Students’ Union and external stakeholders. This may include contributing to specific projects, providing specialist advice to inform college decisions and producing reports and participation in institutional working groups;

• As part of the role it is a requirement to participate alongside key members in the Student Experience Directorate in Goldsmiths’ Out of Hours Duty Manager on call system. This is operated between 17:30 - 08:30 Monday to Fri and 24/7 at the weekends, on a rota basis. This may include attending the campus if necessary;

• You will be required to undertake any other duties as may reasonably be required;

• Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity;

• At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy.
Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form       C = Certificate
I = Interview               R = Reference
T = Test / P = Presentation

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Holds a professional qualification in the field of mental health (eg. Mental Health Nursing (RMN) or equivalent)</td>
<td>A, C</td>
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<td>Registration and good professional standing with the professional body relevant to the core profession</td>
<td>A, C</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tbody>
<tr>
<td>At least 5 years post qualification experience of providing mental health advice and support within a community setting</td>
<td>A, I, R</td>
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<td>Significant experience of assessing and responding to high risk clients, managing crisis situations and offering appropriate intervention, referral and follow up</td>
<td>A, I, R</td>
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<td>Experience of brief work approaches/interventions such as cognitive behvioural therapy (CBT) techniques and/or working from a psycho-educational perspective</td>
<td>A, I, R</td>
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<td>Significant experience of working with clients from diverse ethnic and cultural backgrounds</td>
<td>A, I, R</td>
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<td><strong>Informed experience of working with gender and sexuality diverse clients</strong></td>
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<tr>
<td><strong>Desirable Criteria 2 - Experience</strong></td>
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<td>Experience of working within a Higher Education context offering mental health support</td>
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<td><strong>Essential Criteria 3 – Knowledge</strong></td>
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<td>The ability to maintain records of client sessions, referrals, and case discussion to the requisite professional standard, and within current Data Protection Regulations</td>
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<td>Knowledge of mental health services, referral pathways, and the legislative framework relating to mental health</td>
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<td>An informed knowledge of prescribed psychotropic medication, including evaluating and monitoring the results of treatment and recommending initial or follow up psychiatric assessment if necessary</td>
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<td><strong>Essential Criteria 4 - Skills</strong></td>
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<td>A proven ability to deal with a varied and complex workload, including the ability to organise your own workload, prioritise, and be self motivating</td>
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<td>Ability to work independently and make decisions in response to complex client presentations</td>
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<td>Proven skills of working in a way that is respectful, collaborative and empowering to clients with diagnosed or diagnosable mental health issues</td>
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<td>Ability to work collaboratively with colleagues when required, as part of the Student Support Services team and within the wider institutional environment</td>
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<td>Excellent interpersonal skills, with the ability to engage and gain the respect and cooperation of students and staff</td>
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<td>An enhanced understanding of the importance of confidentiality and boundaries within the context of mental health in a higher educational setting</td>
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<td>Ability to remain calm and professional in very difficult and stressful situations</td>
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<td>Ability to apply regulations, policies and procedures whilst working under pressure and to strict deadlines</td>
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<td>A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally</td>
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<td>Excellent ICT skills, with working knowledge of Microsoft Office packages and ability to be self-serving with regard to day-to-day administration</td>
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<td>To work at a high degree of discretion and diplomacy</td>
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<td>To be reliable and punctual, managing time appropriately</td>
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<td><strong>Additional Attributes</strong></td>
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<td>In periods of pressure during enrolment/welcome and examinations when</td>
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the Department is particularly busy annual leave will not normally be permitted to be taken. Leave restrictions will be in place during a three week period in September/October, to include the week prior to main enrolment, welcome week and the first week of teaching. Specific dates of these restrictions will be confirmed at the start of each leave year.

As a Mental Health Advisor it is a requirement to participate alongside key members in the Student Experience Directorate in Goldsmiths’ Out of Hours Duty Manager on call system. This is operated between 17:30 - 08:30 Monday to Fri and 24/7 at the weekends, on a rota basis. There is a requirement of the role to be able to get to the campus in an extreme emergency and this could involve public transport or taxi (cost would be reimbursed) if necessary.

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Alice Speller, tel 020 7919 7964, e-mail alice.speller@gold.ac.uk.

February 3, 2019
Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.