Student Wellbeing Adviser

<table>
<thead>
<tr>
<th><strong>Department:</strong></th>
<th>Student Support Services (Student and Academic Services)</th>
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<tbody>
<tr>
<td><strong>Grade/ Salary:</strong></td>
<td>Grade 6</td>
</tr>
<tr>
<td><strong>Contract Type:</strong></td>
<td>12 months</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>0.8FTE</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>New Cross, London</td>
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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.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for applicants if required. Please contact hr-recruitment@gold.ac.uk to make your request.
Department of Student Support Services

Student Support Services sit within the Student and Academic Services and comprise Disability, Wellbeing, Counselling, Advice, Multi-Faith Chaplaincy and Accommodation Services. Student Support Services provide advice and support to students throughout their journey at Goldsmiths.

Student Support Services work 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

Job description

Reporting to: Deputy Head of Disability, Wellbeing and Advice

Summary:
The role holder will deliver support to students or young people experiencing mental health or other personal and emotional difficulties. The role requires enthusiasm, energy and drive to contribute to a high quality student experience. The role holder must also have excellent interpersonal skills with the ability to build strong positive and collaborative working relationships with the rest of Student Support Services as well as key staff across the university and beyond.

To fill this role, the candidate will be an excellent team player, reliable and a good communicator. They must be committed to the highest quality of service and to ensuring an outstanding student experience, as well as their own professional development. They must be able to demonstrate an understanding of, and empathy for the needs of a unique, diverse and international student community, and have experience of having worked with of having worked with marginalised groups (disabled students, LGBTQ students, PoC).

Main duties:
• To provide advice and support to students experiencing distress arising from personal,
emotional and mental health issues, and where appropriate,

- To refer other Student Support Services and to aid access to other administrative and academic services or external specialist services.
- To be able to assess risk and identify student queries which need a prioritised response as a result.
- To raise to the immediate attention of the Deputy Head of Disability and Wellbeing any student assessed to be at risk to themselves or others and manage the risk appropriately within the session;
- To assist the wider College community when responding to students experiencing wellbeing issues, including a mental health crisis or sexual or domestic violence. To work closely with other service professional staff, residence hall and academic department staff to respond to student experiencing distress, including mental health crisis. Assisting with linking the student with appropriate support and/or medical care
- To facilitate any relevant activities which support students' mental health and wellbeing, personal effectiveness and resilience as directed by the Deputy Head of Disability and Wellbeing;
- To attend meetings within Goldsmiths as directed by the Deputy Head of Disability and Wellbeing to ensure that the Wellbeing team is appropriately represented and its work reported;
- To attend conferences and training events, internally and externally, as directed by the Deputy Head of Disability and Wellbeing to support continued professional development;
- To contribute to an enhanced student experience by supporting student engagement across Student and Academic Services including attendance at key College events such as enrolment/Welcome Week, Open Days during the week and at times on a Saturday, Clearing, and graduation ceremonies;
- At all times to comply with Data Protection legislation, and College and Service information handling procedures;
- 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 these 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:

\[
\begin{array}{ll}
A & = \text{Application form} \\
I & = \text{Interview} \\
C & = \text{Certificate} \\
R & = \text{Reference} \\
T & = \text{Test} \\
P & = \text{Presentation}
\end{array}
\]

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<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Educated to degree level or equivalent.</td>
<td>A, C</td>
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<tr>
<th>Desirable Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Degree level qualification or equivalent in a relevant subject: psychology, social work, counselling and/or mental health nursing or equivalent.</td>
<td>A,C</td>
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<tr>
<td>Qualification in coaching and/or mentoring</td>
<td>A, C</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<tr>
<td>Significant experience of providing individual support to individuals experiencing mental health difficulties or who are otherwise in distress</td>
<td>A, I</td>
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<tr>
<td>Experience of providing support to clients within a multi-professional wellbeing/health or mental health service</td>
<td>A, I</td>
</tr>
<tr>
<td>Significant experience of the assessment of clients to determine appropriate support and identify any risk of harm to self or others</td>
<td>A, I</td>
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### Experience of working as part of a team

### Expertise/experience in supporting individuals affected by sexual harassment, sexual and domestic violence, and other forms of gender-based violence

### Experience of working with and providing support to individuals from under-represented groups (including POC, LGBTQ and people with disabilities) and an understanding of the potential barriers to engagement from these groups

### Desirable Criteria 2 - Experience

- Experience of working in a higher or further education institution
- Experience of delivering proactive development activities in life skills and/or wellness

### Essential Criteria 3 – Knowledge

- Good understanding of the uses of coaching and mentoring to support individuals experiencing mental health or other difficulties
- Good understanding of Safeguarding risks and duties
- Good IT skills, with working knowledge of Microsoft Office packages
- Good understanding of the impact that different forms of harassment or discrimination may have on students from diverse backgrounds, including BAME students, LGBTQ+ students and disabled students
- Understanding of the barriers faced by students for whom English is a second language

### Desirable Criteria 3 - Knowledge

- Good understanding of the mental health issues students may face during their time at university

### Essential Criteria 4 - Skills

- Good interpersonal communication skills, with the ability to adapt communication to fit the intended audience
- Ability to communicate clearly with and provide support to students for whom English is a second language.
- Ability to remain calm and professional in very difficult and stressful situations
- Self-motivated and adaptable to changing priorities
| Experience of implementing regulations, policies and procedures in a busy and fast moving environment | A,I |
| A commitment to professionalism and the delivery of high service quality and student satisfaction levels |  |
| **Desirable Criteria 4 - Skills** |  |
| Fluency in a second language/s reflecting Goldsmiths’ international student body, such as Mandarin, Cantonese, Japanese, Korean, Somali, Tigrinya, Farsi, Shona, Swahili, Arabic, Korean, Persian, Urdu, Thai, Portuguese or French | A |

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

For more information about the role, please contact Alex Stanton, e-mail A.Stanton@gold.ac.uk.

**February 24**
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 comprehensive and innovative staff development and wellbeing programmes.

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
- 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
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities
- 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

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