

## Job Description

<b>Job title:</b>	<b>Student Mental Health Programmes Manager</b>
<b>Department/School:</b>	<b>Student Services</b>
<b>Grade:</b>	<b>8</b>
<b>Location:</b>	<b>University of Bath premises</b>

### Job purpose

Lead on preventative student mental health programmes that reduce the incidence, recurrence and impact of mental health on student wellbeing, academic success and employment outcomes.

Support the Deputy Director in managing complex student situations and contracts with external service providers that support student mental health making independent decisions informed by professional judgement and risk assessments

### Source and nature of management provided

Responsible to Deputy Director of Student Services (Counselling, Mental Health and Wellbeing)

### Staff management responsibility

None

### Special conditions

DBS enhanced clearance required, as work involves adults in a vulnerable situation. Some on call working (including evening and weekends) is a requirement of the role.

### Main duties and responsibilities

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| <b>1</b> | Lead on the development, implementation and evaluation of a coordinated programme of mental health prevention and resourcing activities that aim to reduce the incidence, impact and recurrence of student mental health issues on student wellbeing, academic success, employment outcomes and the overall student experience. |
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<b>2</b>	Manage the University's Student Assistance Programme contract (which provides 24/365 support for all University of Bath students) and other partnerships with external organisations that promote student mental health.
<b>3</b>	Support the Deputy Director in managing complex student situations working closely with the Student Services Case Manager making independent decisions informed by professional judgement and appropriate risk assessments, engaging with external networks to identify areas of best practice across the sector.
<b>4</b>	Work proactively with Student Services team leaders, academic and professional service colleagues, the Sports Training Village, the Edge and Accommodation Services to identify opportunities to promote student mental health and research the effectiveness of interventions and programmes
<b>5</b>	Represent and/or promote Student Services at both internal and external meetings/events, contribute to committees and working groups within the University including health promotion projects.
<b>6</b>	Undertake on call duty as part of a rota providing 24 hour support to Security services in relation to complex student situations, including responding to incidents on evenings and weekends.
<b>7</b>	Follow accurate record keeping procedures ensuring that all issues are followed-up and resolved. Produce clear and concise written reports and oral presentations.
<b>8</b>	Maintain the highest standards of professionalism at all times, be aware of potential conflicts of interest and promote equality & diversity for students and staff in accordance with University policies.
<b>9</b>	Undertake other duties of a similar nature as reasonably required by your line manager, including deputising for the Head of Student Services.
<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This may include training or briefings for the department. You are required to follow all University policies and procedures at all times and take account of University guidance</p>	

## Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Undergraduate degree (or equivalent relevant professional experience) and professional membership/registration in the areas of Social Work, Psychology, Nursing or allied health professions	x	
Relevant postgraduate qualification		x
Criteria: Knowledge and Experience	Essential	Desirable
Demonstrable experience of managing and understanding mental health promotion and prevention activities with experience of project managing collaborative projects involving multiple stakeholders	x	
Experience of using qualitative and quantitative data to evaluate activities and drafting reports and committee papers. Working knowledge of research methodologies and design.	x	
Substantial experience in policy development, programme evaluation and system or process improvement in a service oriented environment.	x	
Significant experience of case management and high-level decision making in a service oriented environment, relating to people with complex needs	x	
Comprehensive knowledge of effective models of service delivery, case management, legislative requirements and relevant national codes of practice.	x	
An understanding of the mental health needs of students in the higher education context and experience in successfully managing projects, designed to research and improve the student experience.		x
Criteria: Skills and Aptitudes	Essential	Desirable
Excellent planning and leadership and judgment including well developed verbal, presentation and written communication skills.	x	
Excellent interpersonal skills and the ability to inspire and support staff to provide the best possible client experience.	x	

Highly organised, reliable, resilient and able to work strategically under pressure to deliver timely short and longer term outcomes	x	
An enthusiastic, creative approach with a willingness to work flexibly and develop related skills and knowledge to enhance the effectiveness and efficiency of service delivery	x	
Demonstrated commitment to equality, diversity, dignity and respect of all students and staff.	x	
Commitment to confidentiality and ability to work with tact and sensitivity in complex situations.	x	
Enhanced DBS check.	x	

### Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

#### **Managing self and personal skills:**

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

#### **Delivering excellent service:**

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

#### **Finding innovative solutions:**

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

#### **Embracing change:**

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

#### **Using resources:**

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

#### **Engaging with the big picture:**

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

#### **Developing self and others:**

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

**Working with people:**

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

**Achieving results:**

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.

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