

Accompanying information for applicants

About UAL

University of the Arts London offers an extensive range of courses in art, design, fashion, communication and performing arts.

It is made up of six renowned colleges: Camberwell College of Arts, Central Saint Martins, Chelsea College of Arts, London College of Communication, London College of Fashion and Wimbledon College of Arts. Camberwell, Chelsea and Wimbledon are one administrative unit.

UAL is home to a diverse body of 21,092 students from 130 countries.

UAL is about to launch a new Wellbeing Strategy and is growing its wellbeing services as part of its commitment to supporting and promoting student wellbeing.

Student demand for mental health support at specialist arts institutions like UAL is higher than at non-specialist universities. We have comparatively high proportions of students who have characteristics associated with mental health risk factors.

Counselling and Health Advice Team

The Counselling and Health Advice team, part of Student Services, provides counselling, health- and mental health advice to students across all six colleges. The team provides a mix of in-person and online support. It works 1-1 with students who self-refer or who are referred by colleagues. The Health Advice team provides bridging support linking students to NHS and other external services across London. The team also runs therapy groups and wellbeing workshops for students and coordinates staff development on mental health awareness and Mental Health First Aid.

The team provides full services Monday – Friday 9am-6pm. The duty management team also operate a duty screening/triage system on Saturday mornings to pick up on time-sensitive issues that may have arisen the previous day.

The Counselling and Health Advice team now includes:

- Head of Counselling, Health Advice and Chaplaincy
- 2 Mental Health Advice Managers
- 2 Counselling Managers (1.8 FTE)
- 1 Lead Administrator
- 3 Administrators (2.6 FTE)
- 11 Counsellors (7.8 FTE)
- 6 Mental Health Advisers (5.6FTE)
- Health Adviser (0.6 FTE)



Management team

The role

The advertised post is new, part of an investment in the management capacity of the team intended to help us respond to complexity of student need and to enhance services. The two Mental Health Advice Managers/Counselling Managers work in partnership to lead health advice/counselling across the university. Each oversees mental health advice/counselling at half of UAL's colleges. Each line manages a team of Mental Health Advisers/Counsellors. They spend time working at the colleges they cover. They work

directly with students onsite and online. They also provide advice and consultancy to staff at their colleges on student wellbeing matters and individual cases.

They Mental Health Advice Managers/Counselling Managers work collaboratively to lead the Health Advice/Counselling team, facilitating opportunities for staff to share and developing professional practice, and (with the Lead Administrator) developing robust systems and procedures to deliver and evaluate services.

As part of the service management team, they play a key role in setting the direction of the service. There are opportunities for each manager to lead on specific projects, and service enhancements as part of the service management plan. There are also opportunities to contribute to developing and delivering staff training.

Duty management cover and Saturday working

The Head of Service, Mental Health Advice Managers and Counselling Managers form a team of 5 managers who provide duty cover. Each manager usually acts as Duty manager one day per week (Mon-Fri). The duty manager oversees triage of all incoming inquiries and coordinates responses to students who have urgent/complex requirements.

During term-time, duty managers also provide cover on Saturday mornings, online. It is anticipated that each manager will usually need to do this about once a month.

What we're looking for

We are looking for an experienced, effective collaborator who can build effective working relationships with their counterpart and the wider team and with staff in their designated colleges.