

## Mental Health Advice Manager

Job Description	
<b>College/Service</b> Counselling, Health Advice and Chaplaincy, Libraries and Student Support Services	<b>Location</b> Two College locations, with some scope for home-working
<b>Contract Length</b> Permanent	<b>Hours per week / FTE</b> 35 hours per week/ Full-Time
<b>Accountable to</b> Head of Counselling, Health Advice and Chaplaincy	<b>Weeks per year</b> 52
<b>Salary</b> £48,534 - £58,474, with potential to progress to £65,148	<b>Grade</b> 6

Job Description
<p><b>Purpose of Role</b></p> <p>UAL's two Mental Health Advice Managers work in partnership to:</p> <ul style="list-style-type: none"> <li>- lead the development and delivery of health advice services across the university.</li> <li>- line-manage UAL's team of Mental Health Advisers (each Mental Health Advice Manager line-manages up to 5 staff members).</li> <li>- oversee delivery of health advice services, including drop in appointments and duty cover, at UAL's colleges (each Mental Health Advice Manager is responsible for delivery at half of UAL's sites).</li> </ul> <p>In addition, each Mental Health Advice Manager:</p> <ul style="list-style-type: none"> <li>- provides health advice services to individual students and student groups.</li> <li>- provides consultancy to colleagues across the university about responding to student wellbeing needs, managing risk.</li> <li>- leads projects and innovations to enhance provision.</li> <li>- provides duty management cover for one day per week.</li> <li>- provides management for extended opening hours.</li> <li>- works closely with the Head of Counselling, Health Advice and Chaplaincy, taking decisions and holding clinical responsibility for cases within their assigned colleges when Head of Service is unavailable.</li> <li>- deputises for the Head of Counselling, Health Advice and Chaplaincy as required e.g. to represent the service at meetings, to address issues at assigned colleges.</li> </ul>
<p><b>Duties and Responsibilities</b></p>

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- To provide mental health advice to students with complex support requirements, assessing needs in relation to mental health difficulties, including the extent of risk to self or others, typically a maximum of 15 hours per week.
- To enhance and maintain practice, systems and procedures to ensure health advice services are high quality, responsive and consistent.
- To regularly evaluate service provision, including gathering and analysing student feedback.
- To be an active member of the CHAC management team, collaborating with other managers to develop and deliver service operating plans and the student-related aspects of the University Wellbeing Strategy.
- To provide cover for their counterpart as required.
- To line-manage a team of Mental Health Advisers, identifying and facilitating opportunities for their professional development and to promote team cohesion.
- To recruit staff to the team as required.  
To provide duty manager cover for one day per week (Mon-Fri). To work with the assigned duty officer to screen all incoming requests for support, managing volumes and complex presentations.
- To provide management cover for extended opening hours, including Saturdays (term-time). This is on a rota basis, likely to be one Saturday morning in four.
- To co-chair clinical meetings and Mental Health Adviser team meetings.
- To work with the Head of Service and team members to generate ideas and develop innovative ways of improving the effectiveness of provision and to meet the changing support needs of students
- To develop policies, procedures and other guidance relevant to students' mental health.
- To lead specific projects and innovations to enhance the service.
- To develop and deploy specialist skills and knowledge relevant to meeting the health needs of our diverse student population. E.g. sexual misconduct, race and culture, LGBTQ+, disability and neurodiversity. To support line management reports to develop and share their own special interests.
- To work with the CHAC management team to develop and maintain a cohesive multidisciplinary team of counsellors, health and mental health professionals;
- To lead in the design, promotion and delivery of staff development sessions relating to mental health and well-being issues for staff as appropriate.
- To work collaboratively and establish networks with relevant internal and external services.
- To attend Mental Health Advisers group clinical supervision (facilitated by the visiting psychiatrist) and peer supervision.
- To coordinate and be part of the Duty Team, advising and responding to staff and

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students with urgent queries and situations in which students may be experiencing mental health difficulties or crises. *At times, the post holder may need to accompany a student to a hospital.*

- In liaison with colleagues to co-ordinate the publicity of services, including contributing to the development of the University website
- To contribute to the development of Service provision including group programmes;
- To keep abreast of developments relevant to the mental health, student support and related fields.
- To be part of the Student Services Case Review Management group, coordinating effort across teams for complex cases as required.
- To represent the team on internal and external committees, groups and professional bodies.
- To develop and maintain strong working relationships with staff from their assigned colleges, attending meetings to represent the service, providing advice, consultancy and training in response to local need.
- To contribute to development and delivery of presentations, staff development and student workshops.
- To explore and develop possibilities for counselling placements within the service
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

## Job Description

- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

**Key Working Relationships** - Managers and other staff, and external partners, suppliers etc. with whom regular contact is required.

- Students
- Head of Counselling, Health Advice and Chaplaincy
- Counselling Managers
- Counselling, Health Advice and Chaplaincy colleagues
- Visiting Consultant Psychiatrist
- University Chaplains
- Student Services colleagues
- Other student support staff.
- Local college academic and professional services teams
- The Students Union
- Statutory and voluntary services

### Specific Management Responsibilities

#### Budgets

- None

#### Staff

- c. 5 Mental Health Advisers

Signed \_\_\_\_\_ (Recruiting Manager)

Date of last review \_\_\_\_\_ [Type in Details]

## Person Specification Senior Counsellor Grade - 6

### Person Specification

Specialist Knowledge/Qualifications	<p>Holds a first degree;</p> <p>Holds a professional qualification in the field of mental health (eg. RMN, DipSW or equivalent;</p> <p>Registration and good professional standing with the professional body relevant to the core profession.</p> <p>Has knowledge of mental health issues affecting students and understanding of the impact of mental health issues on them, those around them and the role of the mental health advice within a university setting;</p> <p>Has a working knowledge of brief work approaches/ interventions such as cognitive behavioural therapy (CBT) techniques:</p> <p>Has knowledge of mental health services and the legislative framework relating to mental health;</p> <p>Understands the importance of confidentiality and boundaries.</p>
Relevant Experience	<p>Significant post qualification experience of providing mental health advice and support</p> <p>Experience within a further or higher education setting.</p> <p>Has experience of:-</p> <ul style="list-style-type: none"><li>• managing a team to deliver a responsive service;</li><li>• managing planning projects and achieving objectives;</li><li>• developing and reviewing policies and</li></ul>

## Person Specification

	<p>procedure to improve service provision</p> <ul style="list-style-type: none"> <li>• undertaking mental health assessments;</li> <li>• assessing risk of harm to self and/or others, providing support in crises and managing emergencies;</li> <li>• identifying, responding to, and referring on clients who are mentally unwell or in need of psychiatric support/assessment;</li> <li>• working with people with complex (severe and enduring) mental health difficulties within a mental health setting;</li> <li>• providing individual support and managing casework with a diverse client group;</li> <li>• providing advice and guidance to colleagues within the service and in the wider organisation to respond to mental health/well-being concerns, crises or other situation requiring urgent attention;</li> <li>• working in a multi-disciplinary team and of integrated service provision within departmental and institutional priorities.</li> <li>• dealing with difficult situations or confidential matters according to policy and procedures, referring to others where necessary and appropriate;</li> <li>• using CORE and/or other outcome measures;</li> <li>• collating and utilising service usage data to improve service provision</li> </ul>
Communication Skills	Communicates effectively orally and in writing, adapting the message for a diverse audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Research, Teaching and Learning	Applies innovative approaches to course leadership, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.
	Applies own research to develop learning and assessment practice.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives.

Person Specification	
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.
Student Experience or Customer Service	Contributes to improving or adapting provision to enhance the student experience or customer service.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.