Job Description – Mental Health and Disability Processes Advisor, Disability Support Team

About the role

The post holder will be required to make a significant contribution to the equality of access and success for students with mental health through the delivery of training to staff, and contribution to new development, initiatives and policies ensuring the requirements of students with Mental Health issues are fully considered.

They are responsible for providing specialist online advice to students with mental health issues and advice and training to enable University staff to offer appropriate information, advice guidance and support to students with mental health issues leading to successful progression, qualification and customer satisfaction.

- The post holder will be required to make a significant contribution to the equality of access and success for students with mental health issues
- They are responsible for providing specialist online advice to students with mental health issues and advice and training to enable support staff and other staff within the University to offer appropriate information, advice guidance and support to students with mental health difficulties to enable them to reach their study goals
- They will contribute to new developments, initiatives and policies to make sure they take account of the needs of students with mental health issues to enable these students to fully take part in and be successful in their studies.

Key responsibilities

- To work collaboratively with colleagues in the planning process by actively contributing to the setting of shared goals, standards and objectives in the context of University, Academic Services and local Disability Support Centre wide objectives against the background of the external environment.
- To ensure appropriate online information advice and guidance is available, together with publications, to enquirers and students with mental health issues to enable them to make informed study choices, identify appropriate study strategies and identify the support available to them.
- To provide specialist information advice, guidance and coaching to staff across the University to support them in giving advice and guidance to individual students with mental health issues and provide support to them in dealing with students with mental health conditions presenting particularly difficult challenges, keeping them informed of developments to policies, new procedures and good practice.
- To keep staff informed of developments to policies, new procedures and best practice in working with students with mental health issues.
• To provide advice and support to staff involved in module design, production and presentation on best practices and effective teaching and learning support for students with mental health issues.
• To promote, organise and deliver staff development and training to Academic Services staff, faculty accessibility specialists and staff in other Units of the University, as appropriate, and to develop training materials and resources for staff. To include participation at training days and conferences.
• To contribute to the continuous improvement of services to students with mental health issues by:
  o Organising the implementation of improvements to procedures and practices taking account of feedback from staff and students
  o Contributing to new developments and initiatives to make sure they meet the needs of students with mental health issues and negotiate any identified need for changes to be made
  o Keep abreast of external and internal developments and new statutory requirements (attending conferences and seminars and maintaining links with appropriate external agencies and institutions) to inform the above
• To undertake other duties appropriate to grade as required by the Senior Manager, Disability Support Team.
• Out of normal working hours and regular travel may be required.

Skills and experience

Essential

• Qualification. A first degree or equivalent qualification (including work based).
• Experience of working in a supportive capacity in a service related to the support of adults with mental health issues.
• Excellent communication skills both oral and written: e.g. effective telephone techniques, use of plain English to explain policies and processes and the ability to write clearly, succinctly and correctly.
• Flexibility including adaptability to changing circumstances, duties, work practices and systems, with the ability to demonstrate a rapid understanding of newly presented information. Occasional ability to work outside of normal working hours and travel to different locations if required.
• Ability to work on own judgement and exercise judgement whilst remaining calm and good under pressure.
• Understanding of, and commitment to, working within the social model of mental health support.
• Knowledge of curriculum delivery and the learning needs of students with mental health disabilities in post compulsory education.
• Good organisational skills including the ability to cope with heavy workloads and repetitive tasks, and to achieve a high standard of work to meet deadlines, working productively and accurately. Proven ability to multi task, be flexible and respond to change.
• Team work demonstrating an understanding and successful working knowledge of team working and the ability to work as part of a team across multiple channels.
• Procedures and problem solving. The ability to work with and follow documented information and procedures: using initiative in problem-solving, whilst recognising boundaries.
• Investigation and resolution of specific cases to find a successful resolution including input and advice in relation to complaint handling.
• **Policy work.** Ability to accurately review, devise and influence policy and process changes considering external and internal organisational factors including offering advice and guidance to colleagues in the introduction of policy and best practice. To include strong negotiation skills.

• **Legislation** understanding and compliancy of current disability legislation and the Mental Health Act 1983.

• **Training Delivery.** A proven ability to produce and deliver training and development in both awareness of mental health, managing challenging behaviour and specialist training using various mediums including publication, face to face and on-line format. Evidence of excellent presentation skills both oral and written.

• **Numeracy, accuracy and attention to detail** including processing, recording and managing confidential data.

• **Awareness** of boundary issues and other professional issues arising from work in the MH context

• **Demonstrated commitment** to the promotion of Equality and Diversity

• **Valuing each other** An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.

• **Strong I.T skills** of varying systems including Microsoft Office packages and the ability to learn to use a range of in-house and commercial systems.

**Desirable**

• **Qualification.** A DipSW/OT/RMN or other equivalent qualification. A postgraduate qualification in a relevant discipline. A teaching qualification.

• **Experience** of report writing and chairing meetings.

• **An understanding** or knowledge of Disabled Students Allowance (DSA) and the Equality Act 2010.

• **Achievement** or willingness to work towards obtaining a Mental Health First Aider qualification