

Post Details		Last Updated: 31/10/2024	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Associate Director of Wellbeing and Disability		
Job Family	Professional Services	Job Level	6
Responsible to	Director of Student Life		
Responsible for (Staff)	Head of Student Mental Health and Wellbeing Head of Student Counselling Student Wellbeing and Disability Administrative Coordinator Head of Student Disability & Neurodivergence Key link Guildowns Group Medical Practice, University Health Centre.		
Job Purpose Statement			
<p>The Associate Director for Wellbeing and Disability will provide leadership and management for specialist services offered in support to our students at Surrey. The postholder will be expected to contribute to and lead on the vision and strategic plan in Wellbeing and Disability in order to achieve the University's future ambitions and to ensure our processes, systems and operational delivery meet student needs and expectations and our wider stakeholder community.</p> <p>The post holder will promote an expert, inclusive, specialist support and wellbeing model across the university community, and will work collaboratively with colleagues across the Directorate, Academic Faculties, and the Students' Union to deliver strategic interventions in support of the student experience and in development of learning and teaching. The post holder will also be required to work collaboratively with external partners such as the NHS and other services to develop the offering and support network to students.</p> <p>The Associate Director will be responsible for leading change, setting a high-performance culture, and motivating colleagues to deliver high quality services in a dynamic environment. The role will be responsible for an ongoing change culture that can be proactive, agile and cost efficient to meet the needs of students (and staff) at times when they are often at their most vulnerable and apply appropriate interventions which meet the University's responsibilities for its students.</p> <p>The Associate Director for Wellbeing and Disability is the University's Principal safeguarding Lead and will be responsible for the management of the safeguarding provisions within the University.</p>			
Key Responsibilities			
<ol style="list-style-type: none"> 1. To establish, lead and manage the teams across Wellbeing and Disability, to include direct staff management, team building, and developing a culture and infrastructure that facilitates an exceptional student experience combined with high service delivery and cost efficiencies. 2. Lead on effective operations of support and wellbeing services which are proactive, inclusive, consistent, responsive to the spectrum of student need and contribute to the student experience whilst maximising student retention, progression and success. All the while complying with the university's responsibilities, legal and regulatory requirements, 3. Lead on the co-ordination and promotion of a Whole University approach to student mental health and disability, which responds effectively to students at risk, establishing clear communication pathways, signposting and referral protocols for all student-facing staff in all academic and non academic areas as well as the Students Union. 4. Development, monitoring, and implementation of strategic and operational plans for Wellbeing and Disability and the Directorate; continuous improvement and institutional performance measures, targets and KPIs relating support and wellbeing services, ensure that services adhere to appropriate statutory and professional registration standards and are underpinned by excellent customer services, including through provision of training, support and communications to staff on matters of inclusion, resilience and wellbeing 5. Develop and maintain policies and procedural documents relating to wellbeing and disability, lead on management of contracts for external wellbeing service provision. 6. Co-ordination of exceptional and complex student welfare cases, and case management, safeguarding cases and sexual misconduct and harassment. 7. Act as the University's internal expert adviser on health and medical matters and as the liaison and coordination point for the relationship between the department and Guildowns Medical Practice, and any other health partners operating from university premises and external to the University. 			

8. To be the University's Safeguarding Lead and develop the safeguarding and sexual misconduct and harassment agenda to better support our students.
9. Identify and build key partnerships with appropriate external stakeholders and bodies to develop our service provision, share and learn from best practice and enhance the University's reputation.
10. In relation to safeguarding: Implementing and promoting safeguarding procedures, ensuring that the procedure is monitored and reviewed, act as the senior contact within the University for safeguarding Children and Adults at Risk of harm, ensuring that advice and training is consistent with staff roles and responsibilities, engage with Surrey County Council Safeguarding team, Social Services, Police and Children's Services and maintain the confidentiality of records of relevant cases and action taken and handling all data in a manner that is consistent with the Data Protection Act.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The strategic direction of Wellbeing and Disability is aligned to the University strategy and developed in conjunction with the Chief Student Officer and Director of Student Life.

The effective management of Wellbeing and Disability services constitute a specific and significant dimension of the student experience evaluated in student surveys, notably as an explicit satisfaction indicator within the National Student Survey and Postgraduate Taught and Research Experience Surveys and assessed in TEF and by the Office for Students (OfS).

The role holder is directly responsible for the planning and organisation of a range of services and activities that primarily serve to support students, and in the case of Wellbeing and Disability, to provide the best possible advice and environment for them to adapt, progress and thrive at University and help each student each their full potential.

The role holder must be able to establish robust, effective and efficient policies and processes that meet the needs of the University. They will need to work with staff across the Directorate, Security, Faculties and support service, to ensure that activities undertaken within the teams meet the needs of our students, are within the University's regulations and are in line with national or professional statutory and regulatory bodies' requirements e.g. OfS, British Association for Counselling and Psychotherapy (BACP), Nursing and Midwifery Council (NMC), The Health and Care Professionals Council (HCPC), Social Work England (SWE) and DSA-QAG qualification.

High levels of communication skills are required across all levels within the University. The post holder is expected to provide links with all levels of academic and non academic staff as well as external colleagues.

The post holder will ensure the department meet strategic objectives and targets, set by the Director of Student Life and Chief Student Officer and will be responsible for operational systems and procedures within the department.

All areas directly contribute to the University's corporate strategy and carry significant reputational risk, internally and externally.

Problem Solving and Decision Making

The post holder has considerable scope for problem solving in individual and multi-faceted cases. They act as an escalation point for their teams and are expected to refer to their own experience and expertise to provide guidance or a resolution, or to escalate these issues to the Director of Student Life.

The post holder is responsible for the management and robust delivery of a critical element of the University's support and risk management infrastructure in the form of complex casework; health and medical advice and effective external liaison.

The post holder must operate flexibly and react positively to changing circumstances and requirements and will be required to balance the inherent tension between conflicting priorities and the need to work both proactively and reactively.

The post holder is accountable for all clinical decisions made within their and their team's scope of professional practice and is therefore required to apply a high level of knowledge to the role. They will also make educational, management and strategic decisions within the context of the. In doing so, the post holder will be required to deal with complex problems, which will require them to exercise personal initiative and sound analysis in order to identify and put forward solutions.

Aspects of the post holder's role such as long-term service development and strategic relationship management will require them to apply analytical, interpretive and constructive thinking, as well as a high degree of evaluation.

Continuous Improvement

The post holder must be able to establish robust and effective policies and procedures that meet the needs of the University, establishing a culture of positive student experience; measuring outcomes and continuously improving services. They will need to work with staff in Faculties, with Associate Directors and Heads across the Directorate and other professional areas to ensure that activities undertaken within the teams meet the needs of the students and staff, are within the University's regulations, in line with national or professional statutory and regulatory bodies' requirements.

The post holder should maintain an ongoing update of policies, procedures and processes across the department and ensure wellbeing is a consideration to those procedures outside of the department.

The post holder is responsible for leading on ongoing improvements and business change through the identification of opportunities and new requirements, including IT-enabled process improvements.

Accountability

The Associate Director will have leadership and management oversight for an important area of the student journey; providing specialist and intervention services to support student life, welfare and wellbeing.

It is expected that the post holder will possess a high degree of emotional intelligence and professional maturity when supporting the institution in challenging or complex circumstances. It is expected that the post holder will assess and evaluate each situation based on wide experience, knowledge and judgement to provide an appropriate level and type of support. In each case the further implications of the advice given must be recognised and taken into account when presenting solutions. This will involve being fully cognisant of the implications of Their professional regulatory board.

The post holder will be on a rota for telephone consultation for out-of-hours counselling and advice service and attendance on campus may be required in extreme situations.

Dimensions of the role

The post holder will lead a team of c. 50 staff: setting objectives, overseeing work and monitoring progress, in order to ensure the delivery of activities to deadlines and high standards expected by students and staff. They must drive results through effective team and individual performance, taking responsibility for establishing clear priorities, service standards and new ways of working, engaging and empowering staff, and ensuring suitable development options are in place to increase capability.

The post holder oversees a staffing and operational budget of c. £2.m.

Supplementary Information

To perform effectively, the post holder must be conversant with new and forthcoming developments within Wellbeing in Higher Education through developing external professional networks and have the ability to apply this understanding to their dealings with senior colleagues across the University. The postholder will be expected to apply this external knowledge to process improvements, policy implementation and innovation within the Chief Student Officer's Directorate.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		
Professionally qualified with a relevant degree/postgraduate qualification, plus significant relevant managerial experience and leadership experience, or substantial experience and proven success in a strategically important specialist area, e.g. Nursing, Mental Health, SpLD or Autism. Or: Extensive vocational and strategic management and leadership experience demonstrating professional development through involvement in a series of progressively more demanding and influential work/roles, backed by evidence of significant development		E
Membership of appropriate professional body (e.g. RCN/BACP/ NADP/ADSHE)		E
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Significant experience of operational management in a healthcare or service-oriented environment (management experience in a health-related setting is desirable)	E	3
Experience of disability, health promotion, consultation, support and training	E	3
The ability to act as lead professional and command the professional respect of the team	E	3
The ability to work to protocol and demonstrate the same through documentation	E	3
Ability to demonstrate awareness of the needs of patients and clients from a wide range of social and cultural backgrounds	E	3
A commitment to multi-disciplinary working	E	2
Experience of nursing and/or experience in contagious disease or public health related concerns	D	n/a
Special Requirements:		Essential/ Desirable
The post entails an on-call responsibility throughout the year which involves advising security staff or university staff in an emergency or crisis situation.		E
There is an expectation that the post holder will work unsocial hours at certain times, to meet the requirements of the role and to work flexibly/out of hours when necessary		E
DBS enhanced checks will be completed every 3 years		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		3
Problem Solving and Decision Making Skills		3
Managing and Developing Performance		3
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		2
This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the		

emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The Department of Wellbeing and Disability, as one of three Departments in the CSO Directorate, will serve as a beacon for bringing the community and inclusivity front and centre of our intervention services. The Department brings together services that will help us to achieve this support, especially for those that need specialist support throughout or at certain times during their life at university.

These areas can be grouped as follows:

Our inclusion service, Disability and Neurodivergence, is dedicated to ensuring disabled students succeed in their studies and will encourage independent learning, delivered through:

- Arranging and putting into place reasonable adjustments
- Implementing exam arrangements and adjustments
- Providing screening for specific learning differences
- Providing advice on the Disabled Students' Allowance (DSA)
- Providing one-to-one study skills and mentoring sessions
- Working with academic and professional services staff to embed inclusivity into the curriculum and our student services

Our Centre for Wellbeing provides access to support through:

- Promotion of student wellbeing including healthy living, independence and resilience especially during times of transition
- Specialist and targeted support to all students, ensuring barriers to accessing support for those with vulnerabilities and protective characteristics is reduced.
- Provide a proactive service for students
- Advice, support, liaison and case coordination for students with mental health conditions and wellbeing concerns
- Mental health awareness training and workshops on wellbeing
- Leading on the University Wellbeing strategy initiatives
- Health and wellbeing promotion initiatives and events
- Safeguarding students and staff

Our University Health Centre (part of the local NHS Guildowns Group Practice) provides support with a range of physical health and wellbeing issues, referrals and support and forms part of our statutory service network

Relationships

Internal

- All CSO staff, notably Associate Director Student Success and Associate Director Experience
- Students Union, notably VP Support and President
- Academic Deans and staff
- Head of Security and Deputy
- Head of OSCAR and team members
- Human Resources, notably HR business Partner
- Finance Business Partners
- Communication department
- Marketing department
- Learning and Development
- Data protection colleagues

External

- Guildowns Group Medical Practice GPs and admin staff
- Clinical Commissioning Groups and Practice commissioning networks.
- Safeguarding teams in Local Authority
- External suppliers of wellbeing related activities such as external counselling/student support platforms/CRMs
- Other NHS services
- Charities
- Regulatory bodies (OfS)