

Post Details		Last Updated: 10/09/2019	
<b>Faculty/Administrative/Service Department</b>	Chief Student Officer Wellbeing and Welfare		
<b>Job Title</b>	Wellbeing Advisor (General Nurse)		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	4
<b>Responsible to</b>	Senior Wellbeing Advisor		
<b>Responsible for (Staff)</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
<p>To provide professional advice, liaison and coordination of support for students experiencing chronic ill health, medical problems and mental health difficulties, including eating disorders, as well as health promotion in order to enhance students and employees wellbeing and full engagement with work and community.</p> <p>The post holder is responsible for managing this work as part of the multidisciplinary team in the Wellbeing and Welfare Directorate and will advise and liaise both within and outside the University.</p>			
<b><u>Key Responsibilities</u></b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> <li>1. Enhance, develop and play a leading role in the delivery of the University's support infrastructure for students and staff with physical and mental health conditions</li> <li>2. To develop, implement and maintain health promotion and preventative healthcare strategies in physical and mental health across the University community.</li> <li>3. Work flexibly to help meet service demand in medical, mental health and general nursing, advice and health promotion</li> <li>4. Maintain accurate documentation of client consultations using client documentation system and in accordance to data protection guidelines</li> <li>5. Keep up to date with new developments in health care in order to ensure best practice. Participate where necessary in meetings and attend regular clinical updates as appropriate</li> <li>6. The post holder will assist the Senior Wellbeing Advisor in coordination of client care across the University and with external agencies including the NHS.</li> <li>7. Continually review and develop improvements to services in response to the developing needs of patients</li> <li>8. Work within their scope of professional practice at all times and ensure that the student is under the care of the relevant health professional such as GP and or specialist health services</li> </ol>			
<b>N.B. The above list is not exhaustive.</b>			
<b>All staff are expected to:</b>			
<ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul>			
<b>Help maintain a safe working environment by:</b>			
<ul style="list-style-type: none"> <li>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</li> <li>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</li> </ul>			
<b><u>Elements of the Role</u></b>			
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.			
<b><u>Planning and Organising</u></b>			
As part of the nursing and advice team, the post holder provides a high standard of client care to staff and students. The post holder will provide a flexible approach to managing their clients, responding to the changing demands of the clients and of the rhythms of the academic cycle. There is scope for applying judgement and initiative when managing their workload and to respond to any conflicting demands. Whilst,			

they will not have sole responsibility for client care, they are responsible for ensuring that the individual's needs are being met and that they are under the care of relevant health professional(s).

### **Problem Solving and Decision Making**

The post holder is expected to make timely, accurate and appropriate referrals to the GP or specialist services and coordinate the care for these students, knowing when the client's condition requires further input from University services such as Counselling, GP or external services. This role does not require the post holder to provide therapeutic interventions for mental health or eating disorder clients, but an understanding of these interventions is paramount. For the most complex problems and issues, advice and guidance can be sought from the Senior Wellbeing Adviser, the Case Review Management Group, or other professionals. The post holder will advocate for the student and use excellent communication skills with internal and external services in order to provide a seamless, supportive framework for the benefit of the student and the institution. The post holder will manage a case load of students and will, where appropriate, escalate cases to the University's Case Review Management Group. The post holder will, in relevant circumstances, be expected to join the Case Review Management Group in an advisory capacity and will also be required to provide opinion and evidence in relation to cases recommended for escalation to the University's formal Student Welfare Panel procedures.

### **Continuous Improvement**

The post holder is responsible for ensuring they maintain professional and technical skills and continuing professional development. The post holder is expected to contribute to the development of the Centre for Wellbeing's services, including case coordination, health and related advice to the institution, and liaison with external services under the guidance of the Senior Wellbeing Adviser. The post holder must co-ordinate client care in all clinical areas, across University departments and relevant NHS, private and volunteer services; operating flexibly and reacting positively to complex and rapidly changing circumstances and requirements. The post holder is expected to initiate, and support the team in the delivery of health promotion campaigns and workshops on and off campus in areas of general health, eating disorders and mental health. The post holder is expected to take a creative approach to their work to develop ideas for regular and reactive health promotion campaigns and initiatives in conjunction with the Senior Wellbeing Adviser.

### **Accountability**

The post holder will work within generally established departmental processes and procedures, as well as medical standards and will work within their scope of practice at all times. The post holder is frequently required to draw from their general nursing or specialist practitioner knowledge an understanding of health conditions which affect student life. They will support the Senior Wellbeing Adviser in providing advice to the University in appropriate methods of managing student health, such as giving supporting evidence for extenuating circumstances or welfare panels or supporting the actions of the Senior Wellbeing Adviser and Health Protection Agency in communicable disease outbreaks. They are expected to understand all forms of mental health conditions, including eating disorders, to a high level including the physical, emotional, academic and social impact of such conditions on students at University. They are also expected to be familiar with general medical and health issues facing a diverse and predominantly young student population such as sexual health, sexual assault and alcohol use. They will need to employ skills in assessment of appropriate interventions, and risk assessment, understanding and managing the risk to the individual and the University.

### **Dimensions of the role**

The post holder will have access to highly confidential information regarding patient's medical histories and therefore it is expected that they maintain high levels of confidentiality. All patient care must be recorded appropriately and accurately in order to ensure the smooth operation of the service provided.

### **Supplementary Information**

This post does not have any budgetary or supervisory responsibility.

**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**

Degree, HND, NVQ 4 qualified in nursing or equivalent relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.

E

Or: Significant vocational experience , demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge		
Registered Nurse qualification with current NMC registration		E
Membership of appropriate professional body e.g. RCN		D
Qualification and/or Experience in care of people with particular health condition (e.g. Eating Disorders)		D
<b>Technical Competencies (Experience and Knowledge)</b> 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).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Experience of service delivery to auditable standards conforming to the requirements of clinical governance	E	3
Experience of working with clients with mental health difficulties and also of assessing and managing 'at risk' clients	D	N/A
Experience of case working/support working of clients with health difficulties	E	2
Understand and accept the need for strict compliance with confidentiality protocols	E	3
Ability to demonstrate awareness of the needs of patients and clients from a wide range of social and cultural backgrounds	E	2
Experience in health promotion or health education	E	3
Experience of general nursing or advice in a community or primary care setting	D	n/a
Making presentations and facilitating group sessions	D	n/a
Competent IT skills including Microsoft Office, Email, internet and client documentation databases such as EMIS and CORE	D	n/a
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Occasional out of hours working as required by the demands of the casework and client support elements of the role, or to contribute to institutional priorities (such as Open Days, or other promotional activities).		E
Enhanced Disclosure and Barring Service Clearance		E
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		3
Managing and Developing Performance		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		1
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

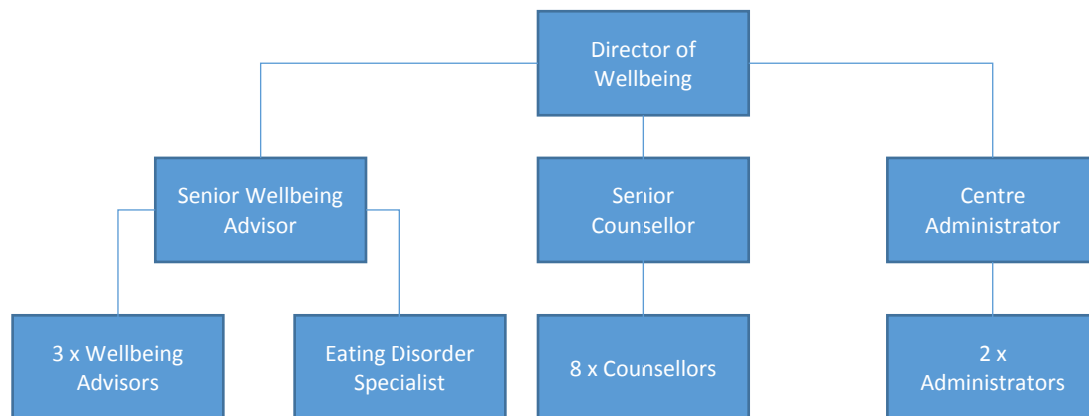
The Centre for Wellbeing is comprised of the University's counselling, health and mental health professional teams.

The Counselling service provides an easily accessible service for students and staff of the University, offering a range of early interventions to users experiencing a range of early emotional/mental health difficulties from developing severe, complex and enduring mental health problems. Counsellors also enable the university community to achieve positive mental health and wellbeing by training, consultation and joint work where appropriate.

The Advice team provides three core functions: Advice – to the University on health and medical issues; health and related policy matters; and on student and staff cases; Liaison – with NHS and other relevant services on and off campus, locally and nationally; Coordination – of complex welfare, medical and mental wellbeing cases, as a key part of the University's support and risk management infrastructure.

The Centre for Wellbeing continues to develop and now provides a wide variety of health and wellbeing services and initiatives to all members of the University community.

### Centre for Wellbeing Structure Chart



### Relationships

The post holder will work as a key part of the Advice team and will liaise frequently and closely with other members of student support services around the University and local NHS services to ensure high standards of student care. The post holder will be expected to interact and manage clients with members of the wider University such as faculties, security, and central services. Excellent working links will be required with the local GP surgeries and the University's Disability and Neurodiversity service.