

JOB DESCRIPTION

Job Title: Student Support Practitioner

Grade: 5

Responsible to: Senior Practitioner

Job Purpose:

Student Support Practitioners work flexibly as part of the Student Support Team. The team is multi-professional, enabling student retention, engagement and achievement by providing assessments and short term solution focused interventions helping students to manage challenges, recover, support themselves and participate fully in student life.

The role provides responsive, mental health assessments and short-term interventions to individuals with a range of severe and enduring mental health presentations, linking with community provision where required.

Flexible working in response to crisis/risk is an essential part of this role, and the ability to participate in out of hours support as required.

Main Duties and Responsibilities:

1. Undertake professional mental health assessments and formulations and provide mental health advice and support to students, liaising with colleagues as appropriate to ensure holistic and coordinated support provision.
2. To assess and manage the risk of harm (self-harm, self-neglect, suicide, risk to others etc), devising, implementing and reviewing effective care plans for users of the Service. To offer short term interventions to those individuals presenting risk.
3. To assist with responding to crisis situations involving students with mental health difficulties. This may include conducting rapid assessments at a variety of locations. It is essential that the post holder is able to commit to a flexible approach when crisis situations occur.
4. To manage a caseload of students with responsibility for their assessment (inc clinical risk) implementation and evaluation of goal orientated short term interventions.



5. To develop and maintain effective, positive and professional working relationships with key partners within the university setting, being proactive in the ongoing development of the service with the aim of enhancing the student experience.
6. To ensure that users of the Service are made aware of the range of support available internally and externally, including the Disabled Students Allowance.
7. To provide professional and specialist information, advice and guidance in respect of mental health to colleagues involved in providing pastoral care across the partnership.
8. To liaise as appropriate with academic staff regarding the academic progress of students with mental health difficulties, including advising on academic and support issues and supporting students through the institutional Health, Wellbeing and Fitness to Study / Support for Study procedures.
9. To liaise as appropriate with external medical, mental health and social services.
10. To ensure that detailed records are kept in respect of each student user of the Service in an appropriate manner and complying with relevant legislation (e.g. Data Protection Act and local confidentiality agreements).
11. To work collaboratively to raise awareness of mental health issues and the support available, and to promote positive attitudes towards mental illness. This may involve developing and delivering training on mental health issues or developing and disseminating literature and information, as well as promoting practices which foster recruitment, admission and progression of students with mental health difficulties.
12. To assist in the development, co-ordination and monitoring of policy, practices and activities in regards to mental health across the institutions, including monitoring the institutions' policies and practices in terms of compliance with relevant legislation.
13. To represent Student Support with external agencies and to attend appropriate conferences and seminars to ensure that current trends and good practices are promoted and identify opportunities for more effective working practices.
14. To contribute to open days, move in weekends etc to promote the service as required.

15. To participate in out-of-hours support for students when required (with colleagues from Living Support area), as directed by the Head of Wellbeing.

General Duties:

Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in the required organisational processes, courses and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

To demonstrate a flexible attitude to change and to effectively support the Universities and FX Plus in evolving services to meet existing and future needs. This may include undertaking duties not specifically stated above, without altering the nature, purpose or level of responsibility of the post.

PERSON SPECIFICATION

Student Support Practitioner

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Appropriate professional qualification such as Mental Health Nurse, Social Worker or Occupational Therapy.</p> <p>Active registration with a professional body relevant to the degree above such as Social Work England, HCPC, NMC, with substantial post registration experience.</p> <p>Enhanced DBS Check.</p>	<p>Evidence of post qualification continuing training and professional development.</p> <p>Expert understanding of the NHS resources for mental health, along with a resourceful knowledge of additional providers of mental health care and support.</p>
Experience / Knowledge	<p>Ability to carry out assessments and to provide evidence-based practice.</p> <p>Substantial experience of working in a supportive capacity within a mental health service, including working with young adults.</p> <p>Strong team worker and confident in liaising across professional boundaries in a context in which confidentiality is important.</p> <p>Experience of working in a complex environment with multiple stakeholders.</p> <p>Demonstrable understanding of confidentiality and equality/ diversity issues.</p> <p>A detailed knowledge of current relevant legislation.</p> <p>Demonstrable experience of effective intervention, provision of support and signposting in crisis situations.</p>	<p>Experience of working in HE or FE.</p> <p>Experience of working with a range of disabilities, including learning difficulties.</p> <p>Knowledge of DSA, DLA and other grant funding streams available to students with mental health difficulties.</p> <p>A demonstrable knowledge of issues within the HE sector.</p> <p>Experience of providing support using online methods.</p> <p>Experience of devising and delivering effective training to a range of groups.</p>

Skills / Personal Requirements	<p>Highly customer focused.</p> <p>Positive, flexible and determined.</p> <p>Resilience and the ability to work effectively under pressure, and handle stressful and competing demands, remaining calm and confident during difficult situations.</p> <p>Excellent verbal and written communication, interpersonal and team skills.</p> <p>Strong problem-solving abilities and willingness to take full responsibility.</p> <p>Good planning and organisational skills.</p> <p>Experience of report writing.</p> <p>Ability to work at different locations and make visits to student homes or other locations.</p> <p>Ability to respond flexibly to student needs out of core hours - evenings and weekends as required.</p>	<p>Awareness of support services for students.</p> <p>Ability to influence and develop policy.</p>
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