

Falmouth Exeter Plus

JOB DESCRIPTION

Job Title: Student Support Advisor

Grade: 4

Responsible to: Student Support Manager

Student Support

Student Support contribute to student retention, engagement, achievement and satisfaction, by enabling students to develop the skills and knowledge to manage challenges and participate fully in student life.

The team provide information, advice, guidance, support and coaching, responding to a wide range of student life, welfare and behaviour issues. The service offers a range of interventions based on review of individual circumstances, including mental health and psychological interventions such as individual action plans, support appointments, provision of online resources and referral/ liaison with external agencies. The team work together flexibly, responsively and collaborate with colleagues across the university partnership and with external agencies.

Job Purpose:

The Student Support Adviser working as part of the overall Student Support team to provide an effective advice, support and intervention service for students, with a focus on welfare and behaviour concerns. Under the direction of the Senior Living Support Officer, the postholder provides enquiry management, support consultations, proactive outreach and follow up for students where there are welfare or behaviour concerns. The Student Support Advisor is a key front facing role working closely in a diverse and multi-disciplinary professional Support Team.

Main Duties and Responsibilities:

Triage and assessment

1. Working as part of the overall Student Support team to provide effective advice and support to students and respond to welfare and behaviour concerns. Including supporting the enquiry management systems and providing support consultations for students.
2. Support the Service's triage system to ensure that all issues reported to the Service are addressed in a timely way, and offered appropriate support,

including effective signposting and referral to appropriate internal or external services and including proactive welfare visits.

3. Provide Student Support drop in sessions (including evenings) to enable flexible access to the services and assistance, assessing student needs and concerns that are brought to your attention and referring to other colleagues and services where required.

Student community and behaviour

4. Respond to reports regarding student behaviour as directed, assisting with investigations through conducting and reporting on interviews and meetings, including managing the adverse impact of incidents through proactively and supportively engaging with those affected
5. Contribute to the response to student-related welfare and behaviour issues in the community, visiting students and residents in the community and helping the management and co-ordination of community issues.

Student experience, engagement and retention

6. Encourage student awareness of support, access to support and engagement with support through providing drop in (no appointment) sessions at a range of locations and campuses, including satellite accommodation sites.
7. Carry out proactive visits and welfare checks to students who have disengaged from their academic studies or support services.
8. Follow up on issues impacting the student experience through investigation and reporting to support resolution of student issues and disputes.

General Duties and Responsibilities

9. Attend meetings, Open Days and Move-in Weekends to represent Student Services as requested.
10. As requested and appropriate, provide cover for the duties of colleagues in the Living Support and Student Services teams.
11. 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.
12. Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
13. Agree personal and team objectives and work to achieve them, developing both individually and collectively.
14. Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

15. 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.
16. Undertake other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION**Post Title: Student Support Adviser**

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Degree or equivalent qualification or equivalent experience of working in a relevant support environment.</p> <p>First Aid certificate (or willingness to gain).</p> <p>Satisfactory DBS clearance.</p>	Mental Health First Aid.
Experience / Knowledge	<p>Substantial experience working with young people / HE students, including those with welfare and / or behavioural issues.</p> <p>Experience in a work context of responding to higher risk individuals / situations.</p> <p>Experience of providing information, advice or guidance in a welfare or pastoral context.</p> <p>Experience of effective multi agency / cross service working.</p> <p>Experience of maintaining accurate and comprehensive confidential case notes and reporting on casework.</p> <p>Able to demonstrate an up to date awareness and understanding of student life issues and demands.</p> <p>Experience of undertaking ongoing risk assessment in relation to personal and client / student health and safety.</p>	<p>Experience of working within FE/ HE environment.</p> <p>Understanding of the Equality Act 2010.</p> <p>Experience of dealing with high risk individuals/ situations.</p> <p>Experience of supporting or working with clients presenting with severe and enduring mental health, or with individuals in crisis.</p>
Skills / Personal Requirements	<p>Approachable, patient and empathetic listener with balanced and sensitive judgement and the ability quickly develop rapport with a diverse range of people.</p> <p>Personal resilience and the ability to remain calm and deal sensitively and effectively with difficult situations.</p>	Professional experience of assessing welfare related risk and developing appropriate care / support plans in response.

	<p>Self-starter, working from own initiative with a proactive and can-do approach and a positive, resilient and determined attitude.</p> <p>Understanding of confidentiality, safeguarding and duty of care requirements.</p> <p>Strong commitment to a client centred approach and providing exceptional customer service.</p> <p>The ability to work effectively and positively both within a a large team and also alone and with limited immediate access to supervisory / managerial support.</p> <p>Competent IT skills including Outlook, Word and Excel.</p> <p>Willingness to undertake training specific to the role.</p> <p>Willingness to work in a variety of locations and settings.</p> <p>Willingness to work flexibly.</p>	
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