



**Job Title:** Standing Together Lead and Case Manager

**Grade:** 7

**Salary:** £39,105 to £45,163 per annum, pro-rata if part-time

**Department:** Student and Academic Services

**Hours/Contract:** Full time or job share, permanent

**Job Family:** Management and Administration

**Reference:** 10933

## Role Purpose

The primary focus of this role is to function as Subject Matter Expert (particularly sexual violence, honour-based violence, domestic violence and racially motivated/hate crime cases), across four key areas.

- **Policy development**

To contribute to the further development of the University's policies and procedures relating to student wellbeing, equality, diversity and inclusion, and non-academic misconduct.

- **Awareness raising and engagement**

Working in partnership with students, Colleges, Students' Union and other internal and external services, to ensure appropriate support is available to any students (and staff supporting the student) who report experiencing unacceptable behaviours and/or non-academic misconduct.

- **Prevention and training**

As part of our prevention work, to develop, implement and deliver relevant training as identified. This will range from awareness sessions promoting Student Support Services, managing disclosures, sexual violence myths and misconceptions, and bystander interventions.

## Resource Management

To manage staff, systems and working practices to ensure effective and appropriate support, across the whole process

### Main Duties and Responsibilities

- In response to the University Wellbeing Strategy, lead on the implementation of the Standing Together strategy and operational plan.
- To lead a team to provide coordinated case management for student cases where a duty of care has been identified. This will include: providing expert advice and support to students and staff (particularly sexual violence, honour-based violence, domestic violence and racially motivated/hate crime cases).
- To ensure that the required assessment, recording and monitoring of disclosures and individual cases (via online Report and Support, concerned@, Cause for Concern or reported directly into Student Support Services) is implemented across Student Support Services.





- To develop and continually review engaging training and educational materials using a variety of delivery methods, for example e-learning and other pedagogical approaches.
- To deliver and review a multi-tiered and comprehensive operational training plan, providing awareness raising, training and advice to members of staff and students.
- Provide line management to the Standing Together Case Workers.
- In partnership with the Communications Office, develop a systematic approach to communicating to staff, students and external stakeholders on the university's work in this area.
- Working with relevant student support colleagues, and other internal stakeholders, to regularly review and enhance support and disseminate relevant information to staff and students drawing upon any individual case themes.
- To participate in and actively contribute to sector networks in the area of Sexual Violence and Misconduct. Building effective relationships with colleagues in peer institutions, review current literature and research, and participate at local, regional and national associations or organisations.
- Participate in core business activities as and when required such as open days and welcome activities. To undertake any other reasonable tasks as requested.

## Internal and External Relationships

- Engage with external services, Students Unions, community groups, local government, the police and NHS as necessary to develop and promote the work across and within the university.
- To work in collaboration with internal departments and managers to ensure that key messages are disseminated and the successful implementation of events and activities.
- Liaise and work collaboratively with specialist external services
- Work closely with Diversity, Equality and Inclusion colleagues on issues of culture change initiatives.

## Planning and Organising

- Independently plan and manage own work load ensuring a balance between planning, monitoring, service delivery and evaluation.
- Implementation of the operational plan for identified priority work, outlining a 'proactive, supportive and enabling' approach which will contribute towards further cultural change.
- Line management for grade 6 Standing Together Case workers.

## Qualifications, Knowledge and Experience

### Essential





- Educated to degree level or equivalent/relevant experience\*
- Experience of developing and implementing policy across a large and complex organisation.\*
- Experience of designing and delivering training in a wide range of media to a range of stakeholders. The post holder will have had experience of evaluating the impact of the training they have delivered and will be able to evidence the impact of this.
- Experience of managing a team or team leader responsibilities.
- Experience of establishing and developing external partnerships.\*
- Experience of adhering to and applying a range of informal and formal procedures to complex cases in a fair and transparent manner.
- Able to demonstrate an awareness and relevant knowledge and understanding in the area of sexual violence and domestic violence within a higher education environment or demonstrate the capacity to acquire this within a short timeframe.\*
- Have an understanding of the particular demands associated with managing these issues within a higher education environment.

## Desirable

- Registered with a statutory regulatory body for health or social care (for example HCPC, NMC, GMC).
- A relevant postgraduate qualification.
- Sexual Violence Liaison Officer training.
- Experience of multidisciplinary and multiagency work.
- Experience of writing reports for consideration by senior management.
- Experience of working with case management, reporting and monitoring IT systems.

## Skills, Abilities and Competencies

### Essential

- Highly developed report writing skills, including the ability to specify data capture requirements and interpret management information
- Excellent communication skills, both written\* and verbal, including the ability to communicate successfully with individuals/students, staff and external colleagues
- Exceptional presentational skills.
- The ability to engage with staff at all levels and students in a sensitive and empathetic way whilst maintaining clear professional boundaries.





- A high standard of administrative skills, including: excellent standards of accuracy and attention to detail; organisational and time management skills; and the ability to work with minimal supervision
- An understanding of the requirements to report on matters confidentially and respect for personal information privacy rules when communicating with internal and external parties
- A willingness to develop in the role and undertake further training to contribute towards personal and professional development.
- Ability to meet and deliver results against deadlines.
- Evidence of good organisational, planning and time management skills, including the ability to prioritise own work load.
- Proven analytical and problem solving capability, negotiation and advocacy skills.
- Ability to work effectively both independently and as part of a team.
- Highly motivated, with evidence of the ability to take the initiative and work effectively under pressure and respond appropriately to challenging situations.
- A flexible and creative approach to supporting individuals/students with the ability to adapt to changing expectations
- A commitment to providing a quality engagement activities and a willingness to develop and improve methods of collecting feedback and evaluation.
- Competent use of IT systems including Microsoft Office suite.

### Criminal Declaration and Disclosure and Barring Service (DBS)

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an [enter level of disclosure].

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

### Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.





## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

