



Job Title: Wellbeing Case Worker
Grade: 6
Salary: £28,756 to £33,309 per annum
Department: Student and Academic Services
Hours/Contract: Full time fixed term maternity cover contract until 24/11/2022
Job Family: Management and Administration
Reference: 4003

Role Purpose

- **Awareness raising and engagement**

Working in partnership with students, colleges, Student 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 behaviors and/or nonacademic misconduct.

- **Prevention and training**

As part of our prevention work, to inform and support training as identified in the student and staff training matrixes. This will range from awareness sessions promoting Student Support Services, managing disclosures, sexual violence myths and misconceptions and bystander interventions.

- **Case Management**

To provide a coordinated case management support structure for students who have been identified as having additional needs due to their personal circumstances. To provide expert advice and support for individual cases; ensuring the universities duty of care is fully considered; that actions are implemented in a timely and appropriate way; acting as a case manager to support the student from initial outreach contact, potential discloser to disciplinary action as and when required. This will include the tracking, recording, and reporting of their progress to ensure that appropriate support is provided as and when required.

Main Duties and Responsibilities

- To provide coordinated case management for cases where a duty of care has been identified. This will include providing expert advice and support to students and staff; recording of all relevant risk assessments and ensuring that agreed measures and actions are taken within agreed timescales; ensuring that there is ongoing and regular communication with all parties involved.
- To participate in appointments and drop in sessions for students (Student Service Centre and outreach venues), completing needs assessments and identifying appropriate follow up support required, including signposting and referring to specialist services.
- To support the implementation the 3 year Standing Together strategy and operational plan, providing regular update reports to Head of Student Welfare Service. This will include the development and ongoing refinement of bespoke policies and procedures in this area and annual engagement programmes.
- Record and monitor disclosures and individual cases (via online Report and Support, concerned@, Cause for Concern or reported directly into Student Support Services), this will





include the analysis and interpretation of data. Provide data support for relevant Freedom of Information and Data Protection enquiries.

- To inform the development of engaging training and educational materials using a variety of delivery methods, for example e-learning and other pedagogical approaches. Support the delivery of operational plans for training and engagement; facilitating and delivering awareness raising events, training and advice to members of staff and students. Maintain a register and network of relevant trained college and department staff and provide such staff with any required updates and support.
- Liaise with relevant staff both internally and externally including working with the SU, police, SARC, ISVAs and other specialist support services.
- To respond to unexpected incidents (including distressed students) under guidance from senior member within Student Support Services.
- To oversee the responsive administrative activity required to support students who have self-identified or been referred into support services requiring signposting, advice or follow up action/s. This will include identifying where there may be gaps in processes and applying discretion to identify short-term priorities.
- Working with relevant student support colleagues to regularly review and enhance support information available, ensuring dissemination of relevant information to staff and students via a range of methods.
- Participate in core business activities as and when required such as SSS promotional activities, open days and welcome activities.

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

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.
- Function as a good role model, maintaining professional standards and whilst demonstrating and articulating core service values.

Planning and Organising

- Independently plan and manage own workload over the academic year ensuring a balance between monitoring, service delivery and evaluation.
- Implementation of operational plans for identified priority work outlining a 'proactive, supportive and enabling' approach that will contribute towards further cultural change.

Qualifications, Knowledge and Experience





Essential

- A relevant degree or equivalent registered professional Qualification*
- Demonstrable experience of interpreting strategy and analytical skills*
- Significant experience of networking, relationship management and collaborative working with other stakeholders*
- Demonstrable experience of applying independent judgement*
- Experience of event or project management*
- Experience of supporting individuals and in-depth understanding of needs of a diverse student population*

Desirable

- Experience of working in an support or engagement role in Higher Education
- Knowledge of current legislation/requirements in relation to dealing with sexual violence and or duty of care in Higher Education
- Experience of the barriers faced by underrepresented groups such as BAME, LGBT+ and disabled students.
- Knowledge of the key issues currently affecting students

Skills, Abilities and Competencies

Essential

- Excellent interpersonal skills, with the ability to engage with students, staff and other individuals outside the University in a sensitive way whilst maintaining clear professional boundaries
- Excellent written communication skills* to support report writing
- 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 students with the ability to adapt to changing expectations
- A commitment to providing quality engagement and awareness raising activities with a willingness to develop and improve methods of collecting feedback and evaluation
- Competent use of IT including Microsoft Office suite
- Effective oral and written skills in order to communicate effectively with staff and students
- A clear understanding of confidentiality and data protection
- Commitment to promoting equality, diversity and inclusion
- The emotional resilience required to deal with difficult and traumatic student issues with the ability to stay calm, focused and professional at all times

Desirable

- An understanding of the requirements to report matters confidentially and respect for personal information privacy rules when communicating with internal and external parties





***Criteria to be used in shortlisting candidates for interview**

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 enhanced 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.

Equality and Diversity

We believe that equality, 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.

