

Job Description

Job title	Community Support and Wellbeing Coordinator (Out of Hours)
School/Service	Library and Student Services
Normal Workbase	Stoke Campus
Tenure	Fixed Term until 31.07.2021
Grade/Salary	0.8 FTE (6pm-4am rolling 4-day shift, term time only)
FTE	Grade 6
Date prepared	July 2020

Job Purpose

The postholder will be required to provide and coordinate the delivery of professional, out of hours advice, support and response at Staffordshire University. This will include the initial response to vulnerable adults, concerned parents and staff and also the subsequent follow up with external agencies and University support services. Working in close partnership with our Campus Security Team, act as a first point of contact for any welfare, wellbeing or health needs. The postholder will be required to quickly understand and interpret complex and challenging situations and then work to either resolve the specific issue, provide relevant information and advice or a referral.

The postholder will be responsible for the development, planning and delivery of the Residence Life social and pastoral programme and events aimed at encouraging student wellbeing, engagement and community development.

They will also manage and mentor a team of Residential Support Mentors to provide the highest level of customer service and student support outside of normal office hours.

Relationships

Reporting to:	Head of Residential Services
Responsible for:	Team of Residence Support Mentors

Main Activities

- Act as the first responder for students during the evening and overnight on a range of wellbeing queries and instances and use judgement and initiative to deal with daily unforeseen problems and circumstances.
- To prioritise crisis situations as they arise enabling students to receive appropriate timely support dependant on the situation.
- To effectively make judgement calls on the level of risk and in serious incidents escalate this to Senior Managers on call and work alongside them to ensure appropriate support is provided.

- Effectively manage complex welfare issues, engaging with appropriate internal and external specialist services and teams including security, emergency services, local mental health out of hour's services and local hospitals.
- To proactively engage with vulnerable students and those that may be affected by the behaviours of those by being an integral part of the coordinated support plan and ensuring referrals are made to the relevant University services.
- Work with colleagues across Student Support and Wellbeing to follow up on incidents to ensure that proactive and holistic support is provided.
- Serve as a resource for students through engagements of critical conversations when addressing student behaviour and signposting to assist students in making educated decisions.
- To participate and contribute to a multi-disciplinary response across Staffordshire University professional support services.
- Keeping accurate up to date records and providing reports as required.
- To develop positive relationships and promote partnership between residential students and the local communities by developing social events and activities with local voluntary, business and community groups.
- To manage the overall health and safety of the residential site outside of office hours by ensuring that all relevant statutory and regulatory aspects such as risk assessments, insurance and compliance are in order.
- Responsible for the recruitment of Residence Life Mentors and the development and delivery of a comprehensive training, induction and coaching plan; and ongoing management of Residence Life Mentors.
- Develop and provide reports on the impact and participation levels of the Residence Life Social programme highlighting improvements and other reports relevant to university accommodation as appropriate.
- Manage the Residence Life budget ensuring that value for money is maintained throughout all activities.
- To assist Head of Residential Services and fellow colleagues in the development, planning and delivery of a comprehensive Induction, Arrivals and Welcome service for resident students, both online and in person.
- To develop and complete customer satisfaction surveys and organise focus groups on the range of the services and facilities being provided and develop feedback into a report making recommendations for enhancement of services.
- To manage general student behaviour and respond appropriately to disciplinary incidents and inter-student conflicts implementing mediation techniques and disciplinary procedures.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- To undertake other such responsibilities as may reasonably be required.

Special Conditions

The role holder will be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Guidance for Disclosure Applicants

Please note that, if offered this position, the appointment procedure requires an Enhanced level of Disclosure with the Disclosure & Barring Service (DBS) (formerly CRB) as detailed above in the enclosed job description.

Enhanced Disclosures are for posts that involve a significant degree of contact with children or vulnerable adults. In general the type of work will involve regularly caring for, supervising, training or being in sole charge of such people.

A Disclosure is a document containing information held by the police and government departments. It can be used by employers to make safer recruitment decisions and is provided by the Disclosure & Barring Service (DBS), an executive agency of the Home Office. Disclosures will provide details of a person's criminal record including relevant cautions, convictions, reprimands and warnings held on the Police National Computer (PNC). Depending on the level of Disclosure it might also contain information held by government departments and local police forces.

In applying for a Disclosure the successful applicant will be provided with the relevant form and guidance notes supplied by DBS. The form must be completed and returned to Human Resources & Organisational Development together with various **original** documents confirming identity (full details will be provided at the time). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The completed Disclosure application form will be countersigned and forwarded to the DBS by Human Resources & Organisational Development.

The DBS will then undertake the necessary checks with the Police and other relevant authorities.

After all checks have been carried out, the DBS will send the Disclosure directly to the applicant, which will list any details obtained from those checks. This Disclosure must be presented to the School/Service to be scrutinised- details of whom this document must be presented to will be given at the time. In the event of the DBS check highlighting information held on any of the databases accessed, it may be necessary for a meeting to be convened with the successful applicant in order for an informed decision to be made as to whether or not this affects the offer of appointment. The final decision as to whether appointment can proceed will be made by the Director of Human Resources.

Policy Statement on the Recruitment and Employment of Ex-Offenders

Background

The first priority of Staffordshire University and Staffordshire University Services Limited is the safety and welfare of children and vulnerable adults in our care, who use the services of the University or come into contact with members of the University and associated companies. We intend to achieve this by exercising rigour and vigilance in employment-making; criminal record Disclosures are central to this.

Recipients of criminal record Disclosures must duly comply with the DBS Code of Practice as well as the University's policies and procedures. Disclosure information will be treated as sensitive personal data; recipients will follow the University's data protection and criminal record checking procedure when handling Disclosure information. The organisation will treat all applicants fairly judging people's criminal records on merit, in accordance with the law and in relation to the responsibilities of the post in question. The University and Staffordshire University Services Limited will not subject anyone who discloses a criminal record to unfair treatment on the basis of convictions, subject to relevant legislation and reasonable judgement.

Policy Statement

- As an organisation using the Disclosure & Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, Staffordshire University Services Limited complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed
- Staffordshire University Services Limited and the University is committed to the fair treatment of its staff, potential staff or users of its services, regardless of gender, race, nationality, religion or belief, disability, age, sexual orientation or trades union activity or offending background
- We have a written policy on the employment of ex-offenders which is available on the University's website

- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all job advertisements and job descriptions will contain a statement that a disclosure will be requested in the event of the individual being offered the position
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to Human Resources & Organisational Development at Staffordshire University, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process
- Disclosure is required for all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions
- We ensure that those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of the offences. We also ensure that they have received appropriate training and guidance in the relevant legislation relating to the employment of ex-offenders
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to a withdrawal of an offer of employment
- We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment

Having a criminal record is not necessarily a bar to working with us; this will depend on the nature of the position, the circumstances and background of offences.