

Job Description

General Details

Job title:	Residential Support Coordinator (Out of Hours)
School/Service:	Library and Student Services
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	0.8 FTE (6pm-4am rolling 4 day shift) Term Time Only
Grade/Salary:	Grade 6
Date Prepared:	27 th May 2021

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 and the Student Wellbeing and Safeguarding team, they will act as a first point of contact for any crisis, complex 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 or provide relevant information and advice or referral.

There will be a requirement for the individual to complete welfare conversations with students and offer advice and support to individuals but to act as a triage to other University services and/or professional external services if required. The individual will also support with residential issues where accommodation fall outs occur and support as required.

The postholder will also liaise with 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:	N/A

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
- Identify students that the Residence Life Mentors can support. Oversee the support being given by the Residence Life Mentors, offering advice and guidance to the where it is required.
- To contribute ideas and help with planning/overseeing well-being events and activities that the Reslife team can effectively host.
- To participate and contribute to a multidisciplinary response across Staffordshire University professional support services. Keeping accurate up to date records and providing reports as required
- 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 engage in accommodation conversations and discussions with students where accommodation disputes occur and to help resolve any issues that are occurring.
- To manage general student behaviour and respond appropriately to disciplinary incidents and inter student conflicts implementing mediation techniques and disciplinary procedures
- To work with and liaise with the Residential services team and be able to use the online accommodation management system to record student incidents and interactions.
- To develop marketing materials alongside relevant University departments to raise the profile of the service and manage student expectations in what the service offers.
- To develop, review and maintain internal policies, processes and procedures alongside relevant University departments in relation to the role and the service.

Special Conditions

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment will be subject to the University being satisfied with the outcome of an enhanced check of criminal records via the Disclosure and Barring Service (DBS). 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 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.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

Variation to Job Description

Staffordshire University 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

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact: Deb Healy at deborahhealy@staffs.ac.uk

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.

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 or in specified regulated activity (e.g.RGN, RMN etc.).

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 and 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 and 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 certificate directly to the applicant, which will list any details obtained from those checks. This Disclosure certificate must be presented to the HR 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 Assistant Director of Human Resources.

Policy Statement on the Recruitment and Employment of Ex-Offenders

Background

The first priority of Staffordshire University 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. 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 University 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 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 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 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 and 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 at Staffordshire University who are involved in the recruitment process have been suitable 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.