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| **University of St Andrews****Student Services** **Assistant Director (Counselling and Mental Health) – AD1653AS****Further Particulars for Applicants**  |

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| **Student Services**  |

Student Services provides a comprehensive welfare and support service for all matriculated students. This includes:

• Counselling, Wellbeing advice and Mental Health coordination

• Immigration, Disability, Finance, and Academic advice.

• Advice and Support Centre

• Pastoral support in halls of residence through the Warden Service.

The unit offers a wide range of services to students. We aim to provide sector-leading services and have recently secured accreditation with APPTS (Accreditation Programme of Psychological Therapies Services, Quality Standards Team at the Royal College of Psychiatrists in partnership with the British Psychological Society). Student Services work to meet the requirements of the University and are flexible enough to respond to changing circumstances. The highly trained staff have knowledge of the wider University as well as experience of legislation and local external networks. Student Services Staff are committed to the vision of working together to help the students have a great University experience.

Ailsa Ritchie the Director, oversees the unit structure and management and is assisted by her Deputy Directors, Lara Meischke and Ruth Unsworth. The unit employs over 25 members of professional, support and clerical staff and 54 part time members of staff in the residences. The unit also employs over 50 personal helpers for students and a strong cohort of student volunteers.

Whilst there are identified busier periods throughout the year, the Service expects that members of staff are able to react to unexpected emergencies if they arise. The team works closely together in an atmosphere of collaboration and trust, and provides additional support to each other as and when necessary.

**The job description for this role is attached below.**

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|  **Job Description** |

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| Job Title: Assistant Director (Counselling and Mental Health)School/Unit: Student ServicesReporting to: Deputy Director of Student ServicesResponsible for: shared management of the Counselling, Mental Health and Wellbeing Team Job Family: Managerial, Specialist & Administrative  | Working Hours: Full time/36.25 hours per week Grade/Salary Range: Grade 7/£40,792 - £50,132 *per annum* Protection of Vulnerable Groups (PVG) Requirement: EnhancedReference No: AD1653ASStart Date: As soon as possible |

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| **Main Purpose of Role** |

The role holder will assist in the management of the Service with a focus on supporting the management of the Counselling, Mental Health and Wellbeing team. They will assist in the Management team responsibility for the unit’s “first response” particularly in cases of emergency when a report comes from a student or a third party that the student is in distress, at risk or in danger. The successful applicant will require to be a leader, flexible in their approach and capable of responsible decision making

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| **Key Duties and Responsibilities** |

* Manager for students in crisis and those in complex situations requiring immediate attention.
* Manage reports from third parties-e.g. concerned parents, staff members, academics, Police, GPs etc.
* Assist in the monitoring of the Student At-Risk Register.
* Be an active part of the current management team for Student Services and take a share of the responsibility of overall service provision
* 40% of work will be in evidence-based assessment and support of students on a one-to-one basis.
* Assist in the management of diaries, ensuring that students in need of urgent appointments are being seen in a timely manner, even during the busiest times of the academic year.
* Assist in the day-to-day management and deployment of the Counselling, Wellbeing and Mental Health Team, and other teams as the need arises, across our primary and satellite locations.
* Training and clinical supervision of counselling and mental health staff using the evidence-base
* Sharing the duty of Out of Hours On Call Management rota with the other members of the Management team
* NHS Liaison
* Ensure prudent use of our resources and promote the autonomy and independence of students; with other managers, ensure staff are working as ‘smartly’ as is feasible. Embedding Silvercloud (online CBT) to best effect, ensuring risk and quality of provision is assessed consistently (using CORE) and staff work flexibly using telephone appointments when appropriate.
* Responsibility for generating CORE reports and ensuring the online assessment tool remains fit-for-purpose
* Liaising with Departments and Units of the University, as well as with key external agencies, in student situations and in the development of the Service.
* Undertake presentations and training to external and internal audiences.
* OOH student emergency rota coordinator – liaison with Out of Hours security service.

Special Requirements:

Student Services operates extended hours, 9am -7pm during semester. The successful applicant is expected to work flexibly and be available when difficult crises arise institutionally. This can mean working outwith normally agreed hours.

*Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve*.

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| **Person Specification**  |

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

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| **Attributes**  | **Essential** | **Desirable**  | **Means of Assessment**(i.e. application form, interview, test, presentation etc) |
| Education & Qualifications (*technical, professional, academic qualifications and training required)*  | Degree level or equivalentPost-graduate diploma in CBT or Counselling/Clinical PsychologyMember of a relevant professional body, e.g. HCPC, BABCP | Doctorate or Masters level qualification in CBT/Counselling PsychologyTraining in additional first response casework – e.g. particular forms of mental health, student stress, sexual assault reportingTraining in clinical supervision skillsAccredited member of a relevant professional body | Certificates |
| Experience & Knowledge(*examples of specific experience and knowledge sought*)  | Experience of managing staff who work with people in distressing situations.Working with young people in crisisExperience of being a first responder in an emergency type settingWorking with people with mental health problems using evidence-based practiceExperience of working in a multi-agency and interdisciplinary contextExperience of managing a heavy case load by flexible workingExperience of assisting in the delivery of a front line service  | Experience of working with emergency services (Police, Ambulances etc.)Extensive knowledge and experience of student policies and proceduresWorking in a Higher or Further Education setting | Application and interview |
| Competencies & Skills(*e.g. effective communication skills, initiative, flexibility, leadership etc*)  | Excellent written and oral communication skillsAbility to work flexibly and independentlyProven leadership experienceFamiliar with using standard computer systemsApproachability with specific aptitude for working with young people in a non-judgemental mannerAbility to establish and maintain supportive relationships with staff that facilitate open communication and mutual respect |  | Interview/ presentation / role play |
| Other Attributes/Abilities (if applicable)  | Inspirational attitude and a strong team player with an approachable but confident manner, able to remain calm and deliver under pressure | Desire to develop and continuously improve specialism and knowledge in areas of responsibility | Interview/ presentation / role play |

**Essential Criteria** – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

**Desirable Criteria** – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.

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| **Other Information**  |

We encourage applicants to apply online at [www.vacancies.st-andrews.ac.uk/welcome.aspx](http://www.vacancies.st-andrews.ac.uk/welcome.aspx), however if you are unable to do this, please call +44 (0)1334 462571 for a paper application form.

For all applications, please quote ref: AD1653AS

Before an appointment can be confirmed, you will be subject to an Enhanced PVG check.

The University is committed to equality for all, demonstrated through our working on diversity awards (ECU Athena SWAN/Race Charters; Carer Positive; LGBT Charter; and Stonewall). More details can be found at <http://www.st-andrews.ac.uk/hr/edi/diversityawards/>.

The University is committed to equality of opportunity.

The University of St Andrews is a charity registered in Scotland (No SC013532).

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| **Obligations as an Employee**  |

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are required to undertake the Information Security Essentials computer-based training course and adhere to its principles alongside related University Policy and Regulations.

You are responsible for applying the University’s equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University’s commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

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| **Who Are We? St Andrews At a Glance**  |

Third oldest university in English speaking world

Consistently ranked [one of the UK’s top five universities](https://www.timeshighereducation.com/news/table-tables-2019-lincoln-and-nottingham-trent-top-30)

Award-winning [teaching quality and student experience](https://news.st-andrews.ac.uk/archive/st-andrews-top-in-the-uk-for-student-experience/)

Top in UK for [student satisfaction](https://news.st-andrews.ac.uk/archive/a-decade-at-the-top-for-scotlands-first-university/)

Research-intensive – ranked 14th in [UK Research Excellence Framework](https://www.ref.ac.uk/2014/)

Athena Swann [Bronze Award holder](https://news.st-andrews.ac.uk/archive/athena-swan-awards/)

[Strategy](https://www.st-andrews.ac.uk/about/governance/university-strategy/) founded on ambition to be World-Leading, Diverse, Global, Entrepreneurial and Socially Responsible.

Over 9000 students and 2500 staff

Highly international – over 45% of students and staff are from outwith the UK

A non-campus university, closely integrated with the ancient town of St Andrews

Top quality [sports](https://www.st-andrews.ac.uk/sport/), [music](https://news.st-andrews.ac.uk/archive/university-trumpets-construction-of-12.5-million-music-centre/) and [nursery](https://www.st-andrews.ac.uk/hr/edi/carers/childcare/nurseries/) facilities for staff and students

Committed to sustainability and a [pioneer of green energy solutions](https://news.st-andrews.ac.uk/archive/award-winning-biomass-plant-commissioned/)

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| **The University & Town**  |

Founded in the early 15th century, St Andrews is Scotland’s first university and one of the oldest in the world.

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, [the town of St Andrews](https://en.wikipedia.org/wiki/St_Andrews) was once the centre of the nation’s political and religious life.

Today, it’s a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than half of the local population.

The University of St Andrews is a diverse and international community of almost 12,000 students and staff, typically of over 140 nationalities. It has over 9000 students, just over 7,000 of them undergraduates, and employs approximately 2,500 staff - made up of c. 1,190 in the academic job families and c 1,350 in the non-academic job families.

Under the leadership of current [Principal Professor Sally Mapstone](https://www.st-andrews.ac.uk/about/governance/key-officials/principal/), the University’s [Strategy (2018-23)](https://www.st-andrews.ac.uk/about/governance/university-strategy/) is to broaden its global influence, become more diverse and consolidate its long-held position amongst the top five universities in the UK.

The plan sets out St Andrews’ ambitions to grow its international profile, champion diversity and inclusivity, expand its portfolio of world-leading research, develop stronger links with industry and embed a new culture of entrepreneurship among students and staff.

It also places social responsibility at its heart, with a pledge to manage growth in student numbers, foster a growing culture of sustainability and pursue a research and teaching agenda for the wider public good.

The University is one of Europe’s most research-intensive seats of learning. In the [Research Excellence Framework (REF) 2014](https://www.ref.ac.uk/2014/) it was ranked top in Scotland for quality of research output and one of the UK’s top 20 research universities.

St Andrews is consistently held to be one of the United Kingdom’s top five universities in university league tables compiled by [The Times and The Sunday Times](https://www.thetimes.co.uk/article/good-university-guide-in-full-tp6dzs7wn), [The Guardian](https://www.theguardian.com/education/ng-interactive/2018/may/29/university-league-tables-2019) and [The Complete University Guide](https://www.thecompleteuniversityguide.co.uk/league-tables/rankings).

It has frequently been rated the leading university in Scotland for [teaching quality and academic experience](https://news.st-andrews.ac.uk/archive/st-andrews-top-in-the-uk-for-student-experience/), and in the National Student Survey 2018/19 was [the leading mainstream UK university for student satisfaction.](https://news.st-andrews.ac.uk/archive/a-decade-at-the-top-for-scotlands-first-university/)

In international and world rankings St Andrews scores highly for teaching quality, research, international outlook and citations. It is currently a World Top 100 institution in the [QS World University Rankings 2019.](https://www.topuniversities.com/university-rankings/world-university-rankings/2019)

St Andrews’ reputation for teaching, research and student satisfaction make it one of the most sought-after destinations for prospective students from the UK, Europe and overseas.

The University typically averages 12 applications per place and has not offered Clearing places for over a decade. St Andrews has highly challenging academic entry requirements to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

St Andrews holds an Institutional [Athena SWAN Bronze Award](https://news.st-andrews.ac.uk/archive/athena-swan-awards/), while the Schools of Biology, Physics & Astronomy and Psychology and Neuroscience have achieved [Athena SWAN Silver Awards.](https://www.st-andrews.ac.uk/hr/edi/sex_gender/athenaswansupport/)