

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Counselling and Mental Health Services Manager

## **College/Department**

Registry

## **Location**

Derby

## **Job Reference Number**

0513-21

## **Salary**

£38,034 to £51,430 per annum

## **Reports To**

Head of Student Services

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

The Counselling and Mental Health Services Manager is responsible for managing the delivery and development of a high functioning Mental Health Services team, and to ensure high quality support and advice to students and staff at the University.

Alongside the Head of Student Services the post-holder will ensure an excellent relationship with the Colleges and regarding the dissemination and implementation of support and development of inclusive practice. Supporting at-risk students is a key priority for the University and we are focused on providing support throughout the student journey to ensure successful academic outcomes. The Counselling and Mental Health Services Manager will work alongside the Disability Services Manager and the Student Life Manager to ensure a streamlined and effective interface between Student Wellbeing, Disability Services, triage services, and Student Advice.

The role-holder will ensure students receive responsive, accurate and clear advice both digitally and in-person. They will ensure an effective and proficient service as well as sustaining their own clinical case load and providing clinical supervision. Understanding the student journey and student wellbeing is essential, as well as an ability to manage increasing demand upon services and competing priorities. You should be confident in analysing data and preparing reports, as well as use of technology to manage services, such as how to streamline processes and facilitate automation/student self-service.

## **Principal Accountabilities**

1. To lead the operational management of the Counselling and Mental Health Services team to ensure:
   1. effective provision of specialist guidance and advice for students, ensuring they work in an efficient and effective manner, maintain the highest levels of confidentiality and abide by principles outlined in the BACP ethical framework.
   2. effective achievement of service objectives and timescales that meet the needs of all service users.
   3. support with complex cases where the individual accessing the services may pose a risk to themselves or others and to manage risk effectively through liaison with internal and external stakeholders
   4. students are discharged appropriately and or referred to specialist or external agencies where the needs of the student cannot be met from internal support services. This will include ensuring that Counselling and CBT services are providing short term solution focused interventions unless due to complexity or risk there is a need for extended therapeutic interventions.
2. To be the named clinical lead with BACP, responsible for annual reporting and evidence submission, as required to maintain service accreditation and ethical governance.
3. To ensure that student mental health needs are met at an individual and institutional level by ensuring that appropriate support structures are in place and that there is consistency of provision to enable students to thrive, manage their studies and their university experience
4. To assess clients for risk and take appropriate action where necessary and to take overall clinical responsibility for the service
5. To attend regular external clinical supervision in accordance with BACP and service requirements.
6. To take overall responsibility for the delivery of a workshop and training programme for students and staff; to develop and run psycho-educational workshops/training for staff and students on a variety of topics.
7. Ensure a dynamic and responsive student service, which is appropriately provided across all University campuses, adaptive to demand, priorities and location and contributes towards the University’s strategic aims and Institutional Success Measures (ISMs).
8. To provide up to 18 clinical contact hours a week, depending on service demand, and manage personal caseload. This will include clinical supervision of trainees and associates and groupwork
9. Be responsible for the management of an agreed, complex clinical caseload, and to ensure caseload cover for the practitioner team when they are on leave or absent.
10. Oversee the development of processes, procedures, policies and practices that support strategic business needs, maintain legal and professional compliance, and deliver on the commitment to continuous improvement in promoting support for students.
11. Build relationship with colleagues within Student Services and the wider organisation to ensure effective support for students, ensuring the University meets its legal commitment to make reasonable adjustments for students.
12. Contribute to strategies for identifying and delivering projects to improve the student experience.
13. Ensure that the Mental Health and Counselling Service is a data driven team and to prepare reports, briefings, presentations and training as required.
14. Be committed to and encourage in the team professional training and developments in order to remain responsive to the changing needs of the university and legislative environment
15. Lead on the delivery of excellent customer service in all aspects of the role
16. To ensure that staff are able to respond effectively and speedily to students experiencing an increased risk to themselves or others, consulting appropriately, offering clinical guidance and following plans where these exist, drawing on appropriate interventions from other agencies as required.
17. To represent the University in various networks and liaise/promote productive relationships with both internal and external partners/stakeholders.
18. Take a lead role in the University’s Strategic response on student wellbeing.
19. Lead, develop and manage the Health and Wellbeing Service and its staff, to provide responsive and holistic health and wellbeing services for students from application through to graduation.
20. Play a key role in the development of a whole institution approach to student mental health and the implementation of the Student Wellbeing Strategy.
21. Take responsibility for the development and implementation of the Suicide Prevention Strategy
22. Provide strategic direction and leadership of the psychological wellbeing service, to provide responsive and effective services for students.
23. Play a key role in the development of a whole institution approach to student mental health and the implementation of the University’s Wellbeing Strategy.
24. Work with the Head of Student Services to develop strategy and vision for the team but also the overall function; ensuring that the Student Services offer is integrated and contributes to a joined-up student journey.
25. Be responsible for developing and maintaining excellent professional standards in relation to work with students, ensuring compliance with relevant legislation, codes of practice, ethics, policies, procedures and protocols
26. Contribute to the development and maintenance of quality assurance, evaluation, and performance measurement mechanisms, with a focus on measuring the impact of the services provided and outcomes for students.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Professional qualification (or equivalent experience) relevant to Counselling/Psychotherapy
* BACP accreditation or equivalent

#### **Experience**

* Experience in managing student-staff relationships
* Demonstrable success in delivering measurable advancement of excellence in learning, teaching and student experience
* An excellent record of successful leadership and management within higher education
* Substantial post-qualification experience working with a wide range of presentations, including mental health difficulties and risk
* Understanding of a variety of counselling theories and approaches and experience and commitment to working within a brief model
* Significant knowledge and experience of the range and nature of disabilities and associated needs of students in higher education, and appropriate responses and adjustments to ensure effective support for their learning
* Experience of providing one-to-one clinical supervision
* Experience in developing and facilitating group work and psycho-educational workshops
* Experience of developing a service and improving processes, including use of data and technology to achieve this

#### **Skills, knowledge & abilities**

* Knowledge of higher education regulation
* Knowledge and understanding of relevant legislation and codes of practice (e.g. Equality Act, QAA code of practice)
* Highly numerate and able to read and interpret financial information and work with metrics and KPIs
* Understanding of students, graduates and the sector and the ability to assimilate relevant changes and respond appropriately
* Ability to assess, analyse and manage risks and opportunities
* Commitment to continuous improvement; the ability to set appropriate objectives and targets, manage implementation and evaluate impact
* Able to demonstrate knowledge of the principles of effective policy development, advice and representation. Able to use data, research and intelligence to inform representation and campaign activity

#### **Business requirements**

* Willingness and flexibility to work outside of core hours on occasion, as required (e.g. serious incident management, attendance at open days etc)

### **Desirable Criteria**

* Professional qualification (or equivalent experience) in management or leadership

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)