



JOB DESCRIPTION MENTAL HEALTH MENTOR Grade 5

Title:	Mental Health Mentor
Contract type:	Fixed term
Grade:	Grade 5
Location:	Swansea campus
Reporting to:	Mental Health Adviser

MAIN PURPOSE OF JOB

The main purpose of the job is to provide one-to-one specialist mentoring support to students with mental health difficulties and other specific needs as referred by the Mental Health Advisers. The post holder will also provide the Mental Health Adviser with regular reports regarding students with such difficulties. As a key member of the Learning Support team, the post holder will work closely with the Senior Learning Support Coordinator, Mental Health Advisers, DSA Administrator and colleagues to ensure that appropriate support is provided to students with mental health difficulties.

SPECIFIC DUTIES

1a Communication (oral, written and electronic) - Standard

- Ensure that all communication is in accord with the University's Dignity at Work principles and Welsh Language Policy.
- Communicate effectively and professionally in both formal and informal situations with colleagues at all levels within the University, with students (and where applicable their parents/guardians/close relations), with auditors, governors, external bodies or contractors as appropriate for the post.
- Engage appropriately with external contacts and members of the public, always representing the University in a positive way.
- Respond promptly to routine enquiries and requests for information, ensuring that a positive departmental and corporate image is created and maintained at all times.
- Communicate straightforward information and information which will require careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.
- Recognise the need to adapt communication style to accommodate for the appropriate audience and level.

1b Communication – Job Specific

- Communicate clearly and appropriately with students in relation to mental health matters.
- Discuss diagnostic assessment and/or needs assessment reports with specialist staff.
- Engage with other internal support including the DSA administrator, counselling team, mental health adviser, study skills support, Chaplaincy and the Students' Union.

2a Teamwork and Motivation - Standard

- Effectively participate in and deliver a contribution to the departmental team and when directed with associated teams within the University.
- Be supportive and encouraging of others in the team, respecting the views of other team members and helping to build co-operation by applying a flexible approach to delivering team results.
- Contribute to building team morale as an active participant in the team.
- Cover for colleagues' work during absence.
- Demonstrate strong self motivation and enthusiasm for the post.
- Be sufficiently self motivated in order to undertake allocated duties within given time frames, with the capability to work for periods without supervision.

2b Teamwork and Motivation – Job Specific

- Work effectively with the Mental Health Adviser and other members of the Learning Support team to provide effective and high quality mental health mentoring support.
- Contribute effectively as part of a wider Student Services team.

3a Liaison and Networking– Standard

- Carry out standard day to day liaison using existing procedures in order to ensure the dissemination of information in the right format to the right people at the right time whilst also building relationships and contacts to facilitate future exchange of information.

3b Liaison and Networking – Job Specific

- Liaise effectively with the Mental Health Adviser in relation to students’ needs.
- Liaise with academic and support staff, in consultation with the student and under the direction of the Mental Health Adviser.
- Liaise effectively with other part-time Learning Support staff.
- Liaise effectively with other members of the Student Services team, referring students to relevant sources of advice, information and support.

4a Service Delivery – Standard

- Deal professionally with internal or external contacts who ask for service or require information, following set standards or procedures in accordance with agreed departmental aims and objectives. Service requests will usually be initiated by the customer.
- Provide a consistent, quality standard of service delivery to staff, students and others as appropriate.
- Undertake duties in a thorough, accurate and timely manner with appropriate attention to detail
- Create, maintain and process documentation, records and data, in accordance with agreed procedures and standards.
- Create a positive image of the University by being responsive and prompt in responding to requests and referring the user to a more senior or more appropriate person if necessary.
- When dealing with internal or external contacts, there will be a requirement to understand and explore customers’ needs in order to adapt the service accordingly. This adaptation will be within the University’s existing policies and procedures.
- Practice appropriate standards of confidentiality and ensure that all documentation is securely and appropriately filed and stored.

4b Service Delivery – Job Specific

- Develop and agree a flexible working agreement with the student regarding contact arrangements, times of sessions and venues.
- Define support provision agreed with the student within the learning contract.
- Provide individualised mental health mentoring support according to the specific needs of each student.
- Encourage integration of the student into all aspects of university life.

5a Decision Making – Standard

- Take some independent decisions to a level that could have *minor impact*
- Participate in some collaborative decisions, working with others to reach an optimal conclusion that could have *minor impact*.
- Provide advice or input in order to contribute to the decision making of others to a level that could have *minor impact*.

5b Decision Making - Job Specific

- Contribute effectively to decision making within the Learning Support team.

6a Planning, Organising and Managing Resources - Standard

- Plan, organise and prioritise own work and resources, and that of any direct reports on a daily, weekly or monthly basis.
- Make constructive contributions to improvements in the use of resources.

6b Planning, Organising and Managing Resources - Job Specific

- Support the Mental Health Adviser and Senior Learning Support Coordinator in the promotion of support available to students.
- Complete all claims for payment correctly and on time.

7a Initiative and problem solving – Standard

- Solve standard day to day problems as they arise, following guidelines or established procedures and recognising when a problem should be referred to a more senior or more appropriate person.
- Make constructive contributions to improvements to departmental service or procedures.
- Demonstrate proactivity in undertaking tasks rather than expecting work to be allocated.
- Use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches, identifying and assessing practical options and breaking the problem down into component parts.

7b Initiative and problem solving – Job Specific

- Employ initiative and problem-solving skills in the provision of mental health mentoring support to students.
- Identify the particular areas of the student experience that are implicated in relation to each student's mental health diagnosis and provide support that will assist engagement that is positive.
- Investigate the recommendations of relevant organisations in relation to best practice and risk reduction and employ these when devising a programme of support activity.

8a Analysis and Research – Standard

- Analyse routine data or information using predetermined procedures and gathering the information from standard sources, working accurately to complete the task precisely as specified.
- Identify an appropriate existing method of analysis or investigation according to the data and objectives, or identify or source additional information which could potentially help the investigation as the analysis progresses.
- Recognise and interpret trends or patterns in data.

8b Analysis and Research – Job Specific

- Analyse recommendations in assessment reports and devise suitable mental health mentoring support.
- Support the Mental Health Advisers and Senior Learning Support Coordinator in developing effective means of monitoring and evaluating the university's support for students with mental health difficulties.

9a Sensory and Physical Demands – Standard

- Carry out tasks that require learning certain methods or routines and which may involve moderate physical effort.
- Provide support for work colleagues and students as appropriate.

9b Sensory and Physical Demands – Job Specific

- Be perceptive to the various levels of student need.
- Undertake regular supervision with the counselling service as required.

10a Work Environment – Standard

- Work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed
- Ensure compliance with the University's health and safety regulations, taking standard actions within health and safety guidelines and reporting any concerns to others.
- Ensure that work area is kept neat and tidy in order to comply with personal health and safety requirements at own base and when working at other locations within the University.
- Demonstrate flexibility in the workplace to meet the requirements of specific deadlines and work schedules.

10b Work Environment – Job Specific

- Recognise that the work environment may involve working at other locations and might require duties outside of normal working hours.
- Provide specialist mental health mentoring support in a confidential work environment.

11a Pastoral Care and Welfare – Standard

- Show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress.
- Maintain confidentiality and build trust
- There may be times where there will be a requirement to give support, guidance or pastoral care on commonly occurring welfare issues or queries and occasionally where standard procedures do not always exist, judging when to listen, when to give advice or guidance and when to refer the individual for professional help.
- Be aware of support networks for both themselves and the individual.

11b Pastoral Care and Welfare – Job Specific

- Refer students to other internal support including the DSA administrator, counselling team, mental health adviser, study skills support, Chaplaincy and the Students' Union.
- Provide specialist mental health mentoring support to students from a wide range of backgrounds and abilities and students with diverse needs.
- Work with Student Services colleagues to ensure a high quality specialist mental health mentoring support service for students.
- Ensure own health and well-being in all working arrangements with students.
- Offer confidential mental health mentoring support to students.

12a Team Development – Standard

- Be supportive of line manager's efforts to develop departmental team.

12b Team Development – Job Specific

- Attend Learning Support team meetings and staff development sessions.

13a Teaching and Learning Support – Standard

- Introduce staff, students or others who are new to the area by providing standard information and explaining procedures.
- Provide standard information or deliver supportive training to students or others outside of the work team on specific tasks, issues or activities and **where advised** assess performance and provide feedback **during the event**.

13b Teaching and Learning Support – Job Specific

- Provide specialist mental health mentoring support to students.

14a Knowledge and Experience – Standard

- Be aware of principles and practices, and have an appreciation of the systems and procedures which directly impact on own work.
- Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate
- Demonstrate continuous specialist development by acquiring relevant skills and competencies.
- Be committed to continuing professional development and evaluation of practice.
- Maintain an up-to-date awareness of changing external requirements and new developments in own domain, recognising the potential implications for the University and ensuring the unit actively responds to changes in context.
- Undertake relevant staff development as organised by the University of Wales, Trinity Saint David

14b Knowledge and Experience – Job Specific

- Develop and maintain knowledge and expertise in relation to specialist mental health mentoring support.
- Attend relevant staff development sessions.

GENERAL DUTIES

1. Undertake personal Health and Safety responsibilities in accordance with the H.A.S.A.W.A 1974 ensuring that safe systems of work are complied with.
2. Be aware of and take action to report any potential workplace/personal hazards to Health & Safety.
3. Where specific Health and Safety guidelines relate to your post ensure that all duties are carried appropriately.
4. Operate within the terms of University policies and procedures always ensuring that all work and work related activities are operated in accordance with Equal Opportunities, Dignity at work principles, Data Protection Legislation and UK Border Agency regulations.
5. Demonstrate knowledge and understanding and positively promote equality of opportunity.
6. Operate within the standards incorporated within the University's Welsh Language Plan.
7. Be adaptable to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development.
8. Take appropriate care to ensure that University equipment, facilities and infrastructure are not defaced or damaged.
9. Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner.

NB This job description currently applies but duties may be allocated from time to time which are appropriate to the grade and post and which are not of a substantial ongoing nature to affect the grading of the post.



PERSON SPECIFICATION			
Description	Essential	Desirable	How Evaluated
<i>Education and Qualifications</i> a) Good level of general education. b) Educated to degree level c) Qualification in mental health and/or counselling skills	* * *	*	Application form and evidence of qualifications
<i>Experience</i> d) Previous experience of mental health issues e) Previous experience of mental health mentoring in a higher education context f) Previous experience of working with a range of external organisations and professional bodies g) Possess excellent knowledge of a range of mental health mentoring approaches and methodologies	* * * *		Application form and interview and references
<i>Aptitudes and Skills</i> h) Possesses good interpersonal and communication skills with the ability to communicate effectively at all levels. i) Ability to demonstrate effective organisational skills. j) Ability to apply attention to detail when required. k) Ability to communicate through the medium of Welsh – oral and written l) Ability to meet tight deadlines when required m) Possess excellent IT skills	* * * * *	*	Application form and interview
<i>Personal Attributes</i> n) Capability of demonstrating self motivation. o) Demonstrates respect for diverse range of people. p) Recognises the importance of building sound working relationships q) Ability to work effectively as an individual, as part of a team and in partnership with others. r) Ability to work unsupervised and to direct own work s) Recognises the need for and demonstrates appropriate confidentiality t) Adopts a positive approach to personal learning and development	* * * * * *		Application form and interview
<i>Circumstances</i> u) Ability and preparedness to work flexibly	*		Application form and interview

It is in your own interest that you are explicit in your application about how you meet the stated criteria. You are encouraged to provide relevant and explicit examples, (obtained from the workplace, voluntary or community work or any other appropriate situation) so that the short-listing panel are able to clearly identify where your knowledge, and experience matches the criteria identified in the post.