

**Wellbeing Officer**

**Job Description**

## Main Purpose of Job

To support our students by providing an effective wellbeing service to all College users and operate a referral service.

**Main Duties and Responsibilities**

1. To act as a Safeguarding Officer for the college, advising staff and students as required
2. To positively promote the wellbeing of all students
3. To give advice & guidance or refer to suitable person, for any student who has personal, family or health problems
4. To liaise closely with all College tutors and managers for the benefit of students
5. To liaise closely with programme staff regarding student problems, concerns and improvement of services
6. To liaise with various local groups e.g. social care, childcare, education providers, drugs, transport etc to inform developments in College
7. To take part in tutorial sessions where appropriate
8. To liaise with the Study Services team regarding students with disabilities and/or difficulties
9. To liaise with tutors and students regarding attendance and benefits
10. To supervise/liaise with Learner Support Fund Administrator and provide guidance
11. Provide highest standards of professional and consistent customer service to students, staff and others
12. To work in accordance with college policies
13. To deliver training on wellbeing and safeguarding to staff when required
14. To attend professional meetings to represent the college and the student.

**Personal Development**

* To maintain trained Safeguarding officer status
* To undertake staff development and attend staff meetings as required and requested
* To undertake continuous professional development

**Additional Duties**

* To meet the individual needs of all customers
* To positively promote the college at events as required
* To promote and safeguard the welfare of young people and adults at the college
* To accept flexible redeployment and reallocation of duties commensurate with the level of the post



**Wellbeing Officer**

**Person Specification**

**Qualifications**

* Educated to level 3, with Level 2 in Literacy and Numeracy
* Counselling/Welfare / Social Work qualification
* Evidence of continuing professional development
* Customer Service qualification is desirable

**Knowledge/Experience**

* Experience of a Student Services environment
* Competence with IT
* Excellent communicator at all levels
* Experience of interviewing students/clients
* Excellent organisational skills
* Excellent customer care skills
* Experience of liaising with local authorities and specialist agencies is preferred
* Experience of supporting vulnerable young people is desirable

**Skills/Attributes**

* Empathetic and sympathetic
* Excellent knowledge of how to support students with inclusion needs
* Ability to put people at ease and appear non threatening
* Good advocacy skills
* Calm under pressure
* Patient
* Confident and enthusiastic
* Tact and ability to solve problems
* A ‘ can do’ approach is desirable
* Ability to manage and resolve a range of situations in the best interests of the students
* Ability to contribute to the whole college experience
* Strong inter-personal skills
* Customer focused
* Reliable
* Effective communicator
* Flexible approach
* Competent user of the full range of Microsoft Office Applications
* Logical approach to problem solving
* Trustworthiness

**Additional Requirements**

* Willingness to work flexible hours – participation may be required outside normal working hour such as evenings, weekends and holidays

**Post Information**

* Reports to the Head of Student Services
* This post is for 37 hours per week, Term Time Only.
* Salary £28,347 - £29,970 pro rata, (Actual Salary £23,702 - £25,059)
* The post holder will undertake all duties and responsibilities in compliance with regulatory, legislative and college procedural requirements.