

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	University Centre Leeds and Leeds Conservatoire
Core Job Role:	Member of HE Student Support Team, within the Quality and Standards Directorate
Job Title:	Counselling and Mental Health Officer
Reports to:	Senior Occupational Therapist and HE Student Support Manager
Grade	D
Date of compilation:	22/05/24

ROLE SUMMARY:

This role supports student success and retention by delivering high quality mental health and counselling services, including short term supportive interventions, for Leeds Conservatoire and University Centre Leeds students experiencing a range of psychological and emotional difficulties. This will include facilitating specialised one-to-one counselling as well as developing new initiatives and ways of working to meet changing needs of students, including running campaigns and linking with, and developing referral pathways to, external agencies and organisations

SPECIFIC ROLE RESPONSIBILITIES:

1. Offer in-person and remote, where appropriate, counselling and mental health support to students, managing a caseload of students requiring ongoing assistance, and providing time limited counselling, support, signposting, and regular review of support needs.
2. Provide guidance to staff on student mental health issues and design and delivery mental health training and development courses for staff.
3. Identify appropriate support interventions through assessment of student need, including whether an urgent response / external referral is required.
4. Develop and maintain relationships with NHS, Mental Health Support Teams, community based services and third sector support to establish effective working relationships so that students have access to appropriate support, intervention and, where appropriate, care packages in the community.
5. Liaise with other areas of the Student Support team regarding ongoing support needs for students who disclose other support needs.
6. Offer support/advice to students regarding self-care and promote good mental health amongst the student population.
7. Develop specialist resources on mental health and wellbeing for staff.

8. Provide training, advice, information and guidance on mental health-related issues for staff and deliver skills based training, e.g. active listening, to help them support students.
9. Remain updated with current mental health and counselling related national policy.
10. Maintain accurate student case records, appropriate levels of confidentiality and provide regular statistical data/reports on all service usage activity.
11. Participate in regular supervision as a part of case management and review processes.
12. Regularly review, monitor and evaluate the effectiveness of the service in order to continuously develop in innovative ways.
13. Develop and maintain appropriate mental health and well-being information and resources.
14. Work closely with tutors, other curriculum staff and pastoral staff taking appropriate referrals and agreeing interventions.
15. Contribute to student induction activity, awareness raising events and Open Days.
16. Assist in the production of evidence for internal and external auditors and as part of other review and accreditation activities, for example charter awards.

CORE RESPONSIBILITIES:

1. Attend and contribute to team meetings, planning days and other departmental staff events.
2. Liaise with external agencies as required.
3. Represent higher education on relevant cross-group committees/forums.
4. Engage in policy development and review activities.
5. Develop and maintain offline and online information and communication.
6. Participate in relevant student activities and enrolment, which will involve occasional weekend and evening work.
7. Work flexibly as a member of the Student Support Team and Quality and Standards Directorate.
8. Attend and contribute to team meetings and staff development activities, sharing information and best practice.
9. Provide information and data to enable timely reports to be collated.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.

- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Counselling and Mental Health Officer
Department	HE Quality and Standards

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Professional qualification in counselling at Diploma level 4 or above or equivalent mental health professional practice qualification	A
E	Q2. English and mathematics at Level 2 or above.	A
D	Q3. Registered member of BACP or other relevant body	A / I / T
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of offering counselling services remotely (via telephone/video call).	A / I
E	EK2. Experience of delivering mental health and wellbeing services or counselling in a college or other educational environment.	A / I
E	EK3. Experience of working with people from a wide diversity of cultures and ages.	A / I
E	EK4. Experience of planning, developing and delivering innovative and impactful learning resources, campaign material and curriculum material to promote emotional and mental health and wellbeing.	A / I

E	EK5.Experience of working with internal and external partners to support students and of developing and maintaining relationships with community organisations.	A / I
D	EK6.Experience of planning and delivering staff development and training.	A / I
Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1.Excellent interpersonal skills which can be adapted to meet the needs of students, colleagues and other partners.	A / I
E	SC2. Able to develop, implement and coordinate plans.	A / I
E	SC3. Able to stay calm and work under pressure.	A / I
E	SC4.Use of digital and online media to improve communications with students and staff.	A / I
E	SC5.Be a good listener who is non-judgemental.	A / I
E	SC6.Able to work well both as a member of a team and using own initiative.	A / I
E	SC7. Maintain accurate and objective record keeping.	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I