About Robinson College

The College is composed of approximately 90 Fellows and 120 non-academic staff. It was founded in the late 1970s and is a centre of academic excellence, with its members also pursuing interests in sport, music and the arts. Sir Richard Heaton is Warden of the College, which has about 400 undergraduates and about 300 postgraduates.

Purpose of the job

We wish to appoint to the new role of ‘Head of Student Wellbeing and Welfare’, who will be responsible for improving the welfare and supporting the wellbeing of the students of the College and who will report to the Senior Tutor. The postholder will develop and oversee a programme of wellbeing activities and structured support throughout the academic year for students. The postholder will also be expected to engage with individual students on welfare and wellbeing issues (including the triaging of individual cases) and to coordinate the college’s ‘welfare team’ (comprising the Nurse, Chaplain, the College-Based Counsellor), organising weekly meetings during term and as required during vacations.

This appointment:

The salary will be up to £42,633 per annum, depending on experience. The benefits package includes 25 days of annual leave (plus bank holidays), membership of the Now pension scheme and free lunch.

A full list of benefits is available from the College’s HR Office.

Robinson College actively supports equality, diversity and inclusion and encourages applications from all sections of society.

This appointment will be subject to an enhanced DBS check.

In order to support the postholder, the College will subsidise monthly external consultation with appropriate/relevant professionals.
Primary responsibilities:

• support the development of a strong student health and wellbeing culture throughout the College, working to ensure a consistent and professional approach to student wellbeing;

• co-ordinate the ‘welfare team’ (comprising the Nurse, Chaplain, the College-Based Counsellor), including: daily assessment of priority and risk (including the triaging of individual cases), appointing resources where most needed; signing off external resources (including the management of applications to the Crane’s Fund); supporting and advising team members; co-ordinating a weekly meeting during term (and as required during vacations); weekly briefing to Senior Tutor; link for allocation of welfare to DoS, Tutors and other Fellows; act as a source of advice and as a referral route for Tutors;

• based on research into best practice in other colleges in Cambridge (and in universities across the sector in the UK and abroad), establish and maintain programmes of events and activities to promote and sustain wellbeing, health and resilience;

• be able to manage and help with sensitive issues and to undertake courageous conversations;

• be able to provide therapeutic support in complex situations;

• take on the role of safeguarding officer;

• oversee and play a part in the (rarely activated) duty on-call rota system for mental health crises;

• provide advice on welfare for applications by students to pause their studies for a year (i.e. ‘to intermit’), and advice in general about intermission;

• have oversight of all ‘Student Support Documents’ (SSDs) and makes sure students are content with the arrangements in place;

• be the primary point of liaison with the University’s ‘Disability Resource Centre’ (DRC);

• maintain a balance between strategic overview of wellbeing and welfare and swift response to urgent individual issues which arise through the year;

• refer students to the appropriate support services within the University or elsewhere;

• as required, represent and support individual students internally within the College and in the wider University;
- work closely with the Senior Tutor, College Nurse, Chaplain, College-Based Counsellor, Tutors, students and other staff to respond to evolving needs;
- keep up-to-date with developments, resources and best practice in student welfare and wellbeing both within the University and the wider education sector;
- undertake training and development and activities relevant to the role;
- perform any other activities, as required, consistent with the purpose of the role.

**Person specification:**

**Qualifications:**

**Essential:**

- educated to Degree Level or equivalent experience
- a recognised counselling, medical or medical-related qualification, or equivalent experience

**Skills and Experience:**

**Essential:**

- experience working in mental health services, welfare or counselling;
- excellent interpersonal skills including a high level of proficiency in verbal and written communication;
- ability to handle sensitive and confidential matters;
- ability to work under pressure and to deadlines, but also to delegate work and supervise its delivery when appropriate;
- ability to give presentations in a clear and articulate manner;
- excellent IT skills including Microsoft Word, Excel and database management;
- accuracy, attention to detail and an organised and methodical approach;
- resilient and enthusiastic, with the confidence to exercise judgement and use initiative;
- highly organised, innovative and be able to deliver work to tight deadlines;
- a commitment to working with young people;
- ability to work with a wide range of people;
- ability to manage confidential issues and to remain discreet, calm, diplomatic and professional;
- understanding of duty of care and data protection

**Desirable:**

- previous experience in a similar role within higher education