St Hilda’s College, University of Oxford

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Student Welfare Officer</th>
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<tbody>
<tr>
<td>Line Manager</td>
<td>The College Dean</td>
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<tr>
<td>Grade</td>
<td>University Grade 5 (£25,941-£30,942 - Full time equivalent, pro rata for part-time hours)</td>
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<td>Main purpose of role</td>
<td>The Student Welfare Officer will be a first point of contact for students with welfare or personal concerns, offering confidential support and referring students on to other sources of advice within the College and wider university where appropriate.</td>
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| Contract           | • Part-time - 15 hours per week (3 hours per day, Monday to Friday) during University term time only)  
                     • Fixed-term for two years |

**Key Responsibilities and Duties**

- Establish themselves as a familiar and accessible figure to all of the College’s students and be available to listen to students’ concerns and to provide practical and informed advice to students at the College regarding welfare matters.
- Be available to students for confidential appointments for up to 3 hours each weekday during University term time and provide a wide range of support with a focus on directing students to practical solutions to their problems.
- Assess cases then signpost and refer students to other sources of support as appropriate, for example Junior Deans, College Nurse and College Counsellor, other College officers.
- Work closely with the undergraduate (JCR) and graduate (MCR) welfare teams and peer supporters to support their activities related to student well-being.
- Attend the termly College Welfare Committee meeting.
- Develop a good knowledge of practice relating to supporting students’ welfare, wellbeing and resilience through attending relevant training sessions offered by the University Counselling Service.
- Contribute to the maintenance of welfare content on the college webpages/student handbook.
- Contribute to Freshers’ Week by providing welfare information sessions for all new students.
- Provide a high level of customer service and maintain accurate records of all interventions and student information in line with maintaining confidentiality and the General Data Protection Regulations (GDPR).
- Keep clear professional boundaries within the scope of the work, ensuring that an effective support service is provided to students.

**Key Relationships**

- The College Dean
- Junior Deans
- College Nurse
- College Counsellor
- undergraduate (JCR) and graduate (MCR) welfare teams
- University Counselling Service
Overview of Role

The Student Welfare Officer will be a first point of contact for students with welfare or personal concerns, offering confidential support and referring students on to other sources of advice within the College and wider university where appropriate. The expectation is that the postholder will become a familiar figure to all students in the College, liaising with the welfare teams of the JCR and MCR and the peer supporters. The Student Welfare Officer will be available to students through regular appointment hours (up to 3 hours a day, Monday to Friday, during University term time). The Welfare Officer will be responsible for disseminating information and guidance about welfare provision, wellbeing and resilience and will be encouraged to work with the JCR and MCR welfare representatives to provide activities and events to support student well-being.

The Student Welfare Officer will work under the direction of the Dean who has overall responsibility for welfare provision in the College. The Student Welfare Officer will liaise with the Junior Deans who also provide welfare support to students, particularly in the evenings and weekends. The Student Welfare Officer will not be expected to be a point of contact for students outside of their defined working hours. The Student Welfare Officer will also, where appropriate, liaise with the College Nurse and College Counsellor to provide additional support for students.

The ideal candidate will have excellent interpersonal skills, an ability to put people at their ease, proven organisation skills and experience of dealing with confidential and sensitive issues. Relevant experience could come from a variety of professional backgrounds, including providing pastoral care in an academic setting, and/or counselling, and/or dealing with a range of psychological, emotional and practical problems as a health or social care professional. Familiarity with mental health issues facing students is highly desirable.

Person Specification

Essential knowledge, skills and experience

- Relevant experience of providing pastoral or mental health support
- Familiarity with mental health and disability-related issues facing students
- Interested in helping people and able to demonstrate empathy with students facing difficulties and experience of managing sensitive situations with discretion
- Good communication and interpersonal skills: able to work collaboratively with a wide range of people in the College (students, support professionals, academics), in the University, and beyond
- Able to actively listen, without judgement
- Able to maintain a level of emotional and professional resilience
- Proactive, highly motivated and well organised with good administrative skills

Desirable knowledge, skills and experience

- Experience of working in a student-facing role within a Higher or Further Education institution
- Professional qualifications related to the role (e.g. in mental health care or counselling; first responder training)
- Understanding of Adult and Child Safeguarding
- Experience of working with people from a wide range of cultural backgrounds and an understanding of the issues affecting them

Conditions of Employment and Benefits

This is a fixed-term, part-time post with a contributory pension scheme (OSPS). Lunch is provided free of charge when on duty provided that the College kitchens are open. There is a paid holiday entitlement of 38 days (full time equivalent, pro rata for part-time hours) per year including public holidays. However, please note that you will be required to work on the bank holidays that fall in University Full Term.

The post is subject to a 6-month probationary period, with 1 month’s notice on either side during the probationary period.

Updated 28 -7-2021