

Job Description

Role Title:	Wellbeing Adviser
Dept:	Student Experience and Support
Reference:	MPF2080
Grade:	6
Full or Part time:	Part time
Hours:	0.8 FTE
Reports to:	Wellbeing Manager

Overview

The University of Salford is committed to ensuring that all students, irrespective of their diverse backgrounds, can integrate into all aspects of university life and access the support available to help them succeed academically, personally, and socially. The Directorate of Student and Academic Support (DSAS) unites The Library; Student Administration; Student Experience and Support; and School Operations to provide agile and adaptive services that enhance student and staff experience across the full academic cycle.

The University has invested significantly in student mental health provision and remains fully committed to ongoing service improvement. The Mental Health and Wellbeing team provides support and intervention for students experiencing emotional, psychological, or mental health difficulties, aiming to minimise any impact on their academic progression and personal development.

Role Purpose

The Wellbeing Adviser plays a key role within the Student Support Service, offering support for students presenting with psychological, emotional, and mental health difficulties. The role includes responding to students in crisis, carrying out risk assessments, and delivering timely interventions. The postholder will work proactively and reactively to assess needs, provide support or signposting, and deliver training and workshops to students and staff.

This role includes evening and weekend cover on a rota basis as part of the Duty Wellbeing Adviser function, responding to urgent or distressing student situations on campus, in partnership with internal teams (e.g., Security, Accommodation) and external agencies (e.g., NHS services, police).

The post holder will be expected to work in any of the sites across the University.

Principal Duties & Responsibilities

The key responsibilities of the role are to:

- Provide face-to-face and remote wellbeing support for students, including urgent and crisis situations, particularly during evenings and weekends on a rota basis.
- Deliver short-term therapeutic interventions within the structured, tiered model of the service, using a single-session or extended support model depending on need.

- Conduct robust risk assessments relating to harm to self or others and take appropriate action in line with University policies and procedures.
- Maintain accurate, confidential records and complete necessary documentation (e.g., case notes, handovers, reports) in line with data protection and GDPR.
- Triage students to appropriate internal and external support services, ensuring smooth transitions and follow-up as needed.
- Liaise with external health services (GPs, hospitals, crisis teams) to support student access to appropriate care pathways.
- Advise academic and professional services staff on supporting students in distress, including through critical incidents or ongoing complex needs.
- Contribute to the delivery of psychoeducational workshops and wellbeing promotion events for students.
- Develop and deliver training sessions for staff to raise awareness of student mental health and wellbeing issues.
- Participate in service development activity, team meetings, and continuous improvement initiatives.
- Provide comprehensive shift handovers for colleagues, especially during out-of-hours cover.
- Promote equality, diversity, and inclusion across all aspects of service delivery and student interaction.
- Comply with University Health and Safety and safeguarding policies and demonstrate a strong commitment to student-first, value-driven, and sustainable services.

The postholder will be expected to work across all University sites and to support askUS hours of 8am–8pm, Monday to Sunday.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Professional degree level qualification as a Registered Mental Health Nurse, Psychological Wellbeing Practitioner, Counsellor, Mental Health Social Worker (E)
2. Professional registration or accreditation or be working towards with completion within an agreement timeframe of appointment (E)
3. Evidence of continued professional development (E)

Background and Experience

4. Significant post-qualifying counselling, wellbeing, or mental health experience (E)
5. Experience supporting individuals with complex, severe, or enduring mental health needs (E)
6. Proven ability to assess and respond to risk in high-pressure situations (E)
7. Experience working with marginalised or hard-to-reach groups (E)
8. Experience of case management, documentation, and multi-agency liaison (E)
9. Experience in working with students in Higher Education or similar setting (D)
10. Experience of working with a range of mental health professionals, from General Practitioners to Community Mental Health Teams (E)
11. Experience in delivering workshops, psychoeducation or training (E)
12. Ability to manage own self-care and manage difficult decision making independently (E)

Knowledge

13. Duty of care, safeguarding, confidentiality, and data protection legislation (including GDPR) (E)
14. Awareness of student wellbeing trends and needs within Higher Education (D)
15. Understanding of the mental health needs of diverse student populations (E)

Skills and Competencies

16. The ability to provide ethical, safe, and effective interventions under pressure (E)
17. The ability to provide strong risk assessment, decision-making and crisis management skills (E)
18. The ability to provide excellent interpersonal, communication, and relationship-building skills (E)
19. The ability to provide strong administrative, organisational and time-management abilities (E)

- 20. The ability to work independently and collaboratively within a multidisciplinary team (E)
- 21. Digital literacy and experience using CRM/case management systems (E)
- 22. Commitment to equality, diversity and fostering inclusive environments (E)