Hertford College invites applications for the post of Welfare and Wellbeing Coordinator to provide individual welfare support and guidance to students, to support the wider welfare and wellbeing team, and to promote wellbeing and resilience amongst the student body. The role is weighted towards term-time working, and will involve some flexibility, depending on the weight of the cases.

The College

Hertford is one of the larger Oxford colleges, with roughly 650 students, two-thirds of whom are undergraduates. The main site lies in the heart of Oxford, occupied from the later thirteenth century by Hart Hall and, from 1740 until 1816, by the first Hertford College; and then, from 1822, by Magdalen Hall which was refounded in 1874 as the second Hertford College.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty fellows, the majority of whom are involved in undergraduate teaching. In addition, thirty lecturers supplement teaching provision, and around 100 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over 50 years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.
Welfare and Wellbeing at Hertford

Hertford aims to provide a welcoming and supportive environment in which all of our students may flourish. The college Welfare and Wellbeing team is a key part of college life and comprises the Dean (the academic Fellow with overall responsibility for welfare and wellbeing in the college), Welfare and Wellbeing Coordinator, College Nurse, Registrar, Chaplain and four Junior Deans. The Welfare and Wellbeing team maintain close communications with the College GPs (28 Beaumont Street), and also work productively with the graduate and undergraduate Welfare Reps, student Peer Supporters, and Freshers’ Committee.

Welfare and Wellbeing Coordinator

The Welfare and Wellbeing Coordinator leads the college’s welfare provision for students and promotes wellbeing in the college. They are available as a first point of support and guidance to undergraduate and graduate students and provide second-line support to the Junior Deans (normally doctoral students who live in college). They also support the College Officers in the handling of acute situations and provide ongoing support for students in difficulty or in need of advice. They provide administration for welfare and support for students with disabilities. The Welfare and Wellbeing Coordinator contributes to decision-making and implements new initiatives to ensure that the college supports and enhances the welfare and wellbeing of all its students in the best ways possible and informed by best practice. In performing these functions, the Welfare and Wellbeing Coordinator works with the Fellows and other academic and support staff. There will also be frequent contact with colleagues in other colleges, with the College GPs, and with the University’s central administration, especially the Student Welfare and Support Services (including the Counselling Service and Disability Advisory Service).

Main duties of the role

Welfare support for students
The Welfare and Wellbeing Coordinator will establish themselves as a familiar and accessible figure around the college, being one of the first ports of call for students with welfare issues or personal, emotional or psychological problems, and offering advice and assurance to all of the college’s students, including

- meeting with students, with clearly advertised ‘office hours’ for confidential consultations;
- where appropriate, referring students to other sources of pastoral or medical care available within and outside of college (e.g. those with academic, medical, or financial problems);
- enabling, in particular, prompt access to specialist mental health support, when required;
- providing ongoing support for those students who have been in local authority care;
- ensuring that clear information about welfare provision, wellbeing and resilience is effectively disseminated within the college;
- being a prominent figure in Freshers’ Week.

Administration of welfare support
The Welfare and Wellbeing Coordinator will be responsible for
• supporting the Dean (non-academic welfare) and Senior Tutor and Registrar (academic welfare), along with individual Fellows, with regard to individual student casework;
• setting up and maintaining rigorous systems (digital and in hard/physical copy) for managing sensitive personal data, in liaison with the Academic Office and in compliance with the provisions of the General Data Protection Regulation (and any subsequent legislation) and the college’s regulations, and ensuring the welfare team and college compliance with these requirements;
• arranging the termly Welfare Committee meeting and acting as its secretary;
• coordinating fortnightly meetings of the welfare team during term time;
• representing the college at the inter-collegiate Welfare Forum and Disability Practitioner Forum;
• attending and contributing to University and Conference of Colleges workshops, panels, and task groups on pastoral issues.

Administration of support for students with disabilities
As the college’s designated Disability Coordinator, the Welfare and Wellbeing Coordinator will be responsible for
• maintaining records for students with disabilities and chronic conditions;
• providing support for students who declare mental health problems to the college;
• liaising with other college departments to ensure particular needs and reasonable adjustments can be accommodated;
• communicating relevant information to Fellows and other academic staff, providing guidance and support for the implementation of study-related recommendations;
• liaising with the Academic Administrator in relation to alternative examination arrangements.

Supporting the team
The Welfare and Wellbeing Coordinator will support the welfare team by
• acting as line-manager to the College Nurse and, together with the Chaplain, provide day to day supervision to the four Junior Deans;
• together with the Chaplain, organising and delivering the induction for new Junior Deans (as/when appointed), and the annual training for student Peer Supporters;
• together with the Chaplain, providing regular support to the MCR and JCR (student) Welfare reps;
• building up good knowledge and practice around supporting students’ welfare, wellbeing and resilience, and passing on knowledge and training to others;
• providing, in particular, guidance and support in dealing with students in acute mental distress to ensure that any such emergencies are dealt with in a safe and timely way.

Promoting good mental health and wellbeing
The Welfare and Wellbeing Coordinator will be responsible for
• leading on, developing and helping implement activities supporting students’ welfare, resilience, and wellbeing in the College in line with best practice.

Other Duties
The post-holder may be required to undertake other duties at the direction of the Dean.
Person Specification

The ideal candidate will have relevant experience, which could come from a variety of professional backgrounds, which might include 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.

Essential
The post-holder will possess:

- a professional qualification relevant to the role (e.g. mental health nursing, clinical psychology), or extensive equivalent experience
- excellent interpersonal skills and an ability to put people at their ease
- strong listening skills and the ability to empathise with other people
- strong oral and written communication skills
- demonstrable experience of effective team membership, and the ability to use interpersonal skills to build relationships of trust and accountability with colleagues, students and members of the college and university
- a high level of discretion and the ability to maintain confidentiality in line with university guidelines
- tact and good judgment
- an ability to remain calm under pressure, to juggle multiple demands, and to perform beyond the immediate needs of the situation
- a good understanding of university life and students
- extensive organisational skills, administrative ability and experience, and a high degree of computer literacy
- excellent personal initiative, and a considerable amount of emotional maturity and resilience
- a willingness to take a proactive and flexible approach to the role, and be available out of hours in emergency situations.

Desirable
The post-holder will ideally also have:

- familiarity with health and disability-related issues in a higher education context.

Terms and Conditions

This is a permanent appointment, available from January 2019, or as soon as possible thereafter.

The salary will be pro rata of the grade 7 or 8 of the university scale (£32,236 - £48,677, with a discretionary range up to £53,174 p.a.), depending on skills and experience, calculated pro-rata on 0.69 FTE. The salary payable will therefore be in the range £22,243 - £33,587 with a discretionary range up to £36,690. The post is eligible for membership of the USS pension scheme.

The hours of work are 25 hours per week over 36 working weeks, plus 4 weeks annual leave (pro rata of 28d) on 0.69 FTE to 40 weeks overall.
The majority of the work clustered around the dates of full term. It is expected that this will include the period from mid-September to mid-December (university weeks -2 to 10 of Michaelmas term), from January to mid-March (weeks 0 to 10 of Hilary term) and mid-April to early July (weeks -2 to 10 of Trinity term).

It is expected that the successful candidate will normally be present during term time (university weeks 0 to 9) and take their annual leave outside of the university term.

Working days will usually be Monday to Friday, but flexibility is possible. Certain other events may fall out of these times. In practice, the pattern of work is likely to vary slightly from week to week, and the post-holder will need to have a flexible approach to working hours, as there will be particular periods of the year when longer working hours may be necessary.

The salary will be paid in equal monthly installments of 1/12 of the annual salary. The post-holder is entitled to an unpaid lunch break and lunch free of charge when the kitchens are open.

Other staff benefits are outlined on the HR section of the college website: https://www.hertford.ox.ac.uk/and-more/vacancies

The appointment is subject to a probationary period of six months.

Application and Appointment Procedure

Those wishing to apply for the post should email the following documents, preferably as a single pdf string, to hr@hertford.ox.ac.uk by noon on Friday 23 November 2018.

1. CV (maximum three sides of A4, to include the names and contact details of two referees);
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the college website www.hertford.ox.ac.uk/about/vacancies). The information collected on the Equal Opportunities Monitoring form does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college’s equality policy. Completed forms should therefore be sent to hr@hertford.ox.ac.uk as a separate document, and not contained in the same string as the other application materials.

Interviews will take place on Thursday 13 December 2018. References will only be taken up for the successful candidate.

The appointment will be subject to a satisfactory report from the Disclosure and Barring Service (DBS). Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a Tier 2 visa for this post.
The position may be discussed further with the Dean (alison.woollard@hertford.ox.ac.uk).

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice to inform you, as a prospective employee of our college, of the types of data we will process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data. This Privacy Notice can be found on our website at this address: https://www.hertford.ox.ac.uk/privacy.

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