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| **Job Title** | Head of Counselling and Wellbeing |
| **School/Department** | Well-being Service |
| **Job Level** | UNNC Scale B level 5 |
| **Job Family** | Administrative, Professional, and Managerial |
| **Contract Status** | This post is available from Feburary 2022 and will initially be offered on a fixed-term contract with the University of Nottingham Ningbo China for a period of up to five years. This contract may be extended on an indefinite basis based on mutual agreement |
| **Location** | University of Nottingham Ningbo China |
| **Hours of Work** | Irregular working hours |
| **Responsible to** | Deputy Party Secretary |

## Purpose of role

The purpose of the role is to provide leadership and management to ensure the successful delivery of an excellent professional service for the Wellbeing Service which includes, the University Counselling Service, Disability Support and Health Promotion. In addition, working with senior management, the role holder will contribute to the strategic, budgetary, resource and operation planning, policy development, policy implementation, monitoring, data and quality assurance management.

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|  | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | **% time**  **per year** |
| 1 | **Planning & Organising**   * Shape strategic direction of student wellbeing (counselling, disability support and health promotion) and staff counselling, initiating and managing change, planning and organising the activities of others now and in the longer term, to support departmental objectives. * Manage resources and budgets with discretion to make decisions or judgements, which have an impact on the nature or scale of resources across the functional area/section/project(s) managed. * Interpret recommendations and make decisions about significant items of expenditure on physical resources for function/project(s). * Act as a main contributor/adviser to departmental annual operational and budgetary planning processes. * Lead and manage projects which are complex and significant in terms of time and financial resources. | 10% |
| 2 | **Customer/Service Support**   * Provide assessment appointments to determine appropriate interventions and to assess risk. * Provide short and long term counselling/psychotherapy to both students and staff of the University community, ensuring that the number of clients seen for long term counselling/psychotherapy does not exceed 30% of overall case load. * Carry a client load comprised largely of students with significant mental health issues, high levels of suicidality or problematic behaviour. * Carry out all counselling work with consideration for the University and cultural context within which it occurs. * Ensure that the confidentiality of students and staff who use the Counselling Service and students who use Disability Support is upheld apart from in the exceptional circumstances of serious and immediate risk to self or others. * Work within the British Association of Counselling & Psychotherapy (BACP) Ethical Framework and ensure that all service practices are compliant with this framework. * Ensure understanding of and compliance with Chinese mental health legislation and other relevant government legislation. * Set the overall standards of service across area of responsibility, with ultimate accountability for such standards being met. * Review student needs now and in the future and ensure services are shaped to meet them. * Ensure student and staff feedback and quality processes are in place for the area of responsibility. * Determine and direct major projects undertaken as part of continual service improvement. | 40% |
| 3 | **Liaison**   * Oversee the communication and promotion of UNNC student wellbeing services through the website, intranet and published material. * Promote best practice in mental health, disability and wellbeing by liaising and working collaboratively with departments involved in student and staff welfare within the University, and in particular to provide clinical supervision for the Mental Health Advisor Service as required. * Develop and maintain collaborative working relationships with external agencies and services where this supports staff and student wellbeing and/or University strategy. * Provide expert input to internal and external meetings, influencing and facilitating different opinions to reach a consensus, negotiating terms and pushing forward new developments and change as required. * Consult with service users and other institutions/bodies to establish service requirements, standards and priorities for change. * Oversee emergency response for serious mental health cases and provide intervention where specific expertise is needed. | 10% |
| 4 | **Continuous Improvement**   * Maintain a personal programme of continuing professional development as required for ongoing professional accreditation/registration/licensure. * Conduct service evaluations on a per-semester basis and use to inform Service developments. * Initiate and develop policy through appropriate consultation and negotiation, and establish effective mechanisms for its implementation and monitoring. * Advise Management Group and senior staff throughout the University about matters affecting the implementation of policy. * Identify and adopt best practice from other institutions and external benchmarks and maintain a continuous review of service quality, to ensure the best possible service. * Maintain awareness of changes in education, counselling and wellbeing, economic, social, governmental and technological environments and their impact on the University. | 10% |
| 5 | **Analysis & Reporting**   * Regularly update policies and procedures in the areas covered under student wellbeing. * Oversee the maintenance of accurate and up-to-date records of all functions of the Wellbeing Service. * Oversee the collection, analysis and reporting of data in respect of all functions of the Wellbeing Service. * Ensure that data collection, storage and disposal is compliant with current UK data protection legislation and University policies. * Fulfill the administrative requirements of this role including: preparation of an annual budget, an annual statistical report and an annual strategic plan in line with University strategy. * Review performance over time in the areas of student wellbeing, counselling, disability and health promotion, and compare them to best practice in the HE sector, identifying areas of improvement in structure, practices, policies and technology. * Determine information needs across the area of responsibility to improve service efficiency and/or maintain legality. * Generate original developments and innovative solutions that take into account the strategic implications for the institution and do not limit future choices. * Report on matters relating to area of responsibility that will have an impact across the University, using relevant management techniques (e.g. SWOT analysis), to support informed decision making at the highest level. | 15% |
| 6 | **People Management & Leadership**   * Manage the day-to-day operations of the Wellbeing Service and the University Counselling Service. * Initiate and oversee developments in the Wellbeing Service and University Counselling Service. * Provide leadership in all areas of student wellbeing for students and in relation to mental health, for staff, including contributing to University strategy where it impacts on these matters. * Contribute to the professional development of University staff and the professionalisation of University services through the design, delivery and commissioning of training in the areas of mental health, disability, and other aspects of wellbeing, and through presenting at staff and student induction programmes. * Provide line management and managerial supervision to all staff and interns working with the University Counselling Service, Disability Support, Health Promotion and any other services that may develop under the Wellbeing heading over time. * Lead and manage staff in the fields of student wellbeing, counselling, disability and health promotion, guiding their professional development and improving their performance. * Develop and communicate a clear vision of what is to be achieved overall in the area of student wellbeing. * Set appropriate targets for achievement, professional development and assessment of staff. * Lead the development and implementation of major projects, policies and initiatives that will have an impact across the University. * Manage complex and serious staff welfare issues. | 15% |

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| Person specification | | |
|  | **Essential** | **Desirable** |
| **Skills** | * Strategic operational planning, management and business process skills. * Proven people and change management skills. * Strong interpersonal skills including motivational negotiating, influencing and relationship building. * Proven advanced analytical and problem solving capability. |  |
| **Knowledge and experience** | * Extensive experience of short and long term counselling/psychotherapy interventions with a wide range of client groups. * Awareness and understanding of developmental, interpersonal and educational issues relevant to the student and staff population, the University context and the cultural context. * Experience and awareness of the key issues which affect international students * Experience of working with clients with mental health issues and of assessing risk. * Experience of conducting initial assessments and allocating clients. * Knowledge of and experience in working with a range of therapeutic approaches appropriate to student and staff counselling. * Experience of running psycho-educational workshops for students and staff. * Awareness of the ethical implications of working as a professional counsellor in a counselling service where the client group is in the same organisation as that service. * Experience of managing and developing a significant team or number of teams * Experience of working with and influencing senior management. * Experience of managing and controlling budgets/resources/funding and an understanding of financial management procedures. * Breadth of vision gained from extensive experience in field of expertise. * Widespread awareness and understanding of the activities and objectives of the University, both current and future. * Experience of developing innovative solutions and practical implementation for strategic change. * Highly developed knowledge of the principles, theory and practice in the fields of counselling and wellbeing. | * Experience of working with both students and staff in Higher Education. * Experience of managing a counselling or wellbeing service within a university setting. * Knowledge of principles, theory and practice in the fields of disability and health promotion. * Experience of developing and delivering training to staff in the areas of mental health and counselling. |
| **Qualifications,** **certification and training (relevant to role)** | * Minimum of master’s level qualification in counselling/psychotherapy/counselling psychology. * Professional accreditation/ registration/licensure in country of qualification or practice. | * Doctoral level qualification in counselling/psychotherapy/counselling psychology. * Qualification in clinical supervision. |
| **Statutory, legal or special requirements** | * Knowledge and understanding of British Association of Counselling & Psychotherapy Ethical Framework (2018), and of UK data protection legislation as it applies to counselling and related fields, and to the implications of noncompliance by the University. * Knowledge and understanding of Chinese mental health legislation as it applies to counselling and related fields, and to the implications of noncompliance by the University. |  |

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| **Expectations and behaviours** | |
| The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role: | |
| **Valuing people** | Role models the highest ethical standards to cultivate a collaborative workplace that develops talent and enhances wellbeing, whilst also balancing the needs of the various stakeholders. |
| **Taking ownership** | Translates the vision into a strategy for own area, enabling people to take the right action for the wider organisation. Can resolve complex problems, balancing the needs of varied stakeholders. |
| **Forward thinking** | Always has the overall strategic goal in mind, manages to stimulate agile and forward thinking in others, motivating them and giving them the confidence to drive for continuous improvement. |
| **Professional pride** | Goal is to be best in class; ensuring this can be achieved in line with long term strategy regardless of short term challenges. Supports people to do what is best for both the organisation and the department. |
| **Always inclusive** | Promotes how collaboration and positive partnerships are essential to success, constantly looking ahead to explore how to involve other potential stakeholders. |

## Key relationships with others