

# Job Description

# Prifysgol Wreccsam Wrexham University



<b>Faculty/Department</b>	<b>Operations Directorate</b>
<b>Section</b>	Student and Campus Life: Student Support
<b>Job Title</b>	Student Support Navigator
<b>Reports to</b>	Head of Student Support and Wellbeing
<b>Grade</b>	O&A5

## Principal Accountabilities

- Student Support Navigators (SSNs), sit within the Student Wellbeing Team, as part of the wider directorate of Student and Campus Life, at Wrexham University (WU). The Student Wellbeing Team supports students facing a spectrum of issues impacting their studies and/or personal wellbeing with the aim of helping students to succeed.
- The SSN is responsible for delivering a student-centred service that supports students through “what matters” conversations, applying an ethos of social prescribing, to identify individual priorities, promote holistic support, and connect students with meaningful University and community resources that enhance their overall experience at WU.
- The SSN works collaboratively with students, presenting with a variety of presenting concerns such as, but not limited to, course related issues, domestic violence and health concerns to co-create personalised plans of support that promote wellness, enhance the overall student experience, and support successful progression and retention. This includes empowering students to navigate challenges and engage effectively with appropriate internal and external support services.
- The SSN works closely with colleagues across academic faculties to provide clear advice and guidance, facilitating timely access to appropriate support services and resources for students.
- SSNs liaise with University wide colleagues on behalf of students to obtain relevant information, provide informed advice, and advocate effectively to ensure student needs are understood and addressed.
- The SSN collaborates with all areas of the University, with particular emphasis on close partnership working with Student and Campus Life services, including the ASK Student Support Help Desk, Funding and Money Advice, Counselling and Mental Health,

## Key Tasks

- Through the referral process, manage an active and substantial caseload of students, who present with mild to moderate presenting concerns, adopting a person-centred and compassionate approach to support timely access to appropriate services.
- To undertake a comprehensive triage to understand the complex and diverse presenting needs of students and to provide appropriate support that responds to their changing circumstances.
- Facilitate student's timely access to relevant support that enhances their learning, improves their overall student experience, promotes positive wellbeing outcomes and aids to improve retention.
- Where students' needs cannot be fully met through internal provision, the post holder will also engage with external agencies, including statutory organisations, to enhance and extend the support available to students. This may include advocating on behalf of students with external organisations and support networks to ensure their needs are appropriately understood and addressed.
- Continuously monitor individual student cases whilst also applying an evidence-based approach to assess and evaluate the effectiveness of support provided and overall service delivery.
- Undertake effective case management and data recording, in line with GDPR and the University's privacy notice.
- Develop and sustain trusted relationships with students and academic colleagues throughout the student's engagement with SSN support to ensure individuals are supported holistically and in accordance with their needs.
- To identify when students require urgent or specialist intervention during periods of crisis and ensure appropriate and timely referrals to professional services.
- Support academic staff to also effectively manage risk in relation to students by supporting colleagues to follow correct procedures and policies.
- The SSN will also participate in the Student and Campus Life ASK duty rota,
- providing same-day appointments for students identified as being at risk, including those experiencing mental health concerns, sexual assault, or domestic violence for example.
- collaboratively with academic staff to increase their understanding of support services available to students and facilitate timely access to such.
- Act as a champion for professional services by actively promoting Student and Campus Life services to enhance opportunities for early engagement and intervention across the University. This could include staff talks, attending open days and supporting with student inductions.

- Maintain a comprehensive and up-to-date understanding of professional and academic services, policies and procedures to ensure students are given accurate information and can access support promptly, from the appropriate team.
- In support of retention, deliver proactive interventions targeted at students identified as being at risk of withdrawal or disengagement from their studies. This can include, but is not limited to, contacting suspended students to support return to study, assisting students with enrolment completion and acting as a point of contact within the student-led withdrawal process.
- As a key part of the Student and Campus Life Directorate, Student Wellbeing will support other services in their delivery where required and support wider events aimed to enhance the student experience and awareness of support services.
- Monitor, interrogate and evaluate data using Power BI dashboards, Target Connect data and advanced Excel skills, including pivot tables and functions. The role involves manipulating and analysing information to produce reports and provide updates to colleagues across the University through the presentation of clear data, in formats appropriate to varying audiences.
- •To work re-actively when addressing student's immediate needs whilst identifying and facilitating opportunities to offer proactive support to enhance student outcomes personally and academically.
- •Work closely with the Student Wellbeing Co-ordinator to highlight opportunities for group outreach and support in the delivery of workshops and topical sessions to address common student needs. Where relevant, this will involve the SSN adapting service delivery to meet the needs of the students or cohorts they are engaging with.
- •To vocalise student's concerns and re-occurring issues with management to escalate student's feedback in order to support the shaping of policy and procedure in pursuit of positive change upon student experience.
- •Undertake regular training and continuing professional development to keep informed of changes, developments and best practice in the Higher Education field of student support and engagement.
- •To deliver relevant training to students and staff where required, such as Mental Health First Aid.
- •Support the ASK Student Support Desk with student presentations that require further exploration.
- •To work across all University campuses when required to do so.
- •To act in a professional manner at all times and maintain confidentiality of information

## General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety

policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

## **Review**

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

# Person Specification

**Job Title:** **Student Support Navigator**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Demonstrate excellent verbal and written communication skills using a variety of methods and able to adapt to different audiences.	A/I	E
		1.2	Strong organisation and planning skills with ability to initiate and self-direct workload according to priorities.	A/I	E
		1.3	Able to identify what interventions a person requires depending on their presenting issues.	A/I	E
		1.4	Able to build an empathetic relationship with students alongside building and maintaining professional connections and working relationships with both internal and external individuals, to provide holistic support to students	A/I	E
		1.5	Able to interrogate, analyse and interpret data, to determine trends in data sets, identify anomalies and to underpin current service delivery. Present evidence in a persuasive way to inform and direct service development.	A/I	E
		1.6	Able to manage a demanding caseload of clients with complex requirements, whilst balancing the professional requirements of a	A/I	E
		1.7	Excellent IT skills, including the Microsoft Office Suite, Teams and SharePoint.	A/I	E
2	General & Specialist Knowledge	2.1	Experience of working in a social prescribing or mental health setting (or similar) where a range of interventions have been identified to support a client.	A/I	D

		2.2	An understanding of and an empathy for the challenges faced by Higher Education students	A/I	E
3	Education & Training	3.1	Educated to undergraduate degree level or higher/or proven work experience within a setting of supporting clients with complex needs	A/I/C	E
		3.2	Evidence of training and continuous professional development.	A	E
		3.3	A qualification in social prescribing or mental health & wellbeing	A/C	D
		3.4	Experience of Targetconnect Case Management software	A	D
4	Relevant Experience	4.1	Experience of social prescribing models and their benefits	A/I	E
		4.2	Experience of working with people who live complex lives and able to demonstrate effective intervention programmes to improve their situation.	A/I	E
		4.3	Experience of collaborating with a wide range of stakeholders at all levels.	A/I	E
		4.4	Experience of data interrogation and analysis using a variety of methods that inform comprehensive evaluations, and evidence of presenting information through different formats	A/I	E
		4.5	Demonstrable experience of supporting people and managing crisis situations with confidence, staying calm under pressure	A/I	E
5	Special Requirements	5.1	Ability to communicate in Welsh	A	D
		5.2	Ability to work from a range of University campuses and locations.	A/I	E
<b>Date of Revision</b>					

<b>Key</b>	<b>Identification Method</b>	<b>A</b>	Application Form
		<b>I</b>	Interview
		<b>T</b>	Test
		<b>C</b>	Copy of Certificates
		<b>P</b>	Presentation
		<b>G</b>	Group Assessment
	<b>Rank</b>	<b>E</b>	Essential
		<b>D</b>	Desirable

Our Values. Excellence. Inclusion. Collaboration. Transformation. Sustainability. Our Values. Click to view. Click to view. Click to view. Click to view. Click to view.