

Job Description



Post:	Advice & Welfare Services Coordinator
Responsible to:	General Manager
Hours of Work:	LHSU operates an Annualised Hours system. You will be expected to work an average of 35 hours per week over the year.
Grade:	£24,029 - £27,025 p.a. (2018 – 19), Grade 5 University Single Pay Spine
Job Purpose:	<p>To be responsible for developing and delivering a timely, appropriate and confidential Advice Service that is responsive to students' needs.</p> <p>To develop, facilitate, support and supervise the Nightline service and its volunteers.</p>

Main Duties & Responsibilities

(1) Advice Service:

Service delivery, monitoring & policy development:

- Manage the practicalities of the advice sessions, including the implementation of an Advice Session Supervisor (ASS) system, to ensure an effective and efficient service.
- Act as ASS, the Service's most senior advisor, but undertake advice work as and when required.
- As ASS, provide direction and support to volunteers, and act as expert consultant to the Gateway Assessors, Trainee Paralegals, and Volunteer Advisors.
- Ensure delivery of agreed level of service and adequate staff cover.
- Monitor the quality of advice given to clients during advice consultations and ensure all relevant policies, procedures and systems are followed.
- Monitor quality of case work from case records and file reviews.
- Monitor issues and statistics, and ensure appropriate input into University reviews and the SU policy development agenda.

Volunteer supervision, administration & risk Management:

- Supervise Gateway Assessors, Trainee Paralegals, and Volunteer Advisors through the provision of regular support, one-to-one supervision sessions and periodic appraisals.
- Ensure that appropriate and comprehensive policies and procedures governing the delivery of the service are in place, to ensure legal compliance (including data protection), quality assurance and consistency of delivery.
- Maintain, monitor and review effective and efficient administrative systems for the service area.
- Manage risk in the service and report to the General Manager any issues that may escalate or pose a risk to the service or LHSU.

Volunteer recruitment, training and CPD:

- Take the proactive lead in recruiting, selecting, inducting and training Gateway Assessors, Trainee Paralegals, and Volunteer Advisors.
- Induct all new volunteers and contribute to their training activities.
- Identify the training needs of volunteers through support, supervision and appraisal.
- Assist Trainee Paralegals with the compilation of a professional portfolio of evidence, SALA, etc.
- Identify and implement own training and CPD needs. In particular, keep up with legislation, social policy and best practice relevant to advice work and students in Higher Education, and brief others.

Marketing, planning and development of the Service:

- Develop and promote awareness of the service, including maintaining and developing appropriate printed and online materials in order to promote the service and enable students to access advice through a range of channels.
- Proactive lead in developing the Advice Service, in partnership with Sabbatical Officers, staff and other stakeholders, to ensure a student centred service.
- Formulate and deliver the Service's annual development plan.
- Advise the General Manager and Board of Trustees on relevant policy, staffing and service delivery issues and policy and procedure reviews.

(2) Nightline:

- Work closely with the Vice President (Welfare & Community) in developing, facilitating, and supporting the Nightline service.
- Supervise the service, administer its budget, provide 1:1s for Nightliners, participate on the on-call rota, and report regularly to the General Manager.
- Produce regular updates with a view to: ensuring quality assurance standards are met, and encouraging debate as to how the service can be improved and developed.
- Assist and support the VP Welfare & Community with development of the Nightline training programme.
- In relation to mental health issues and suicide prevention in particular, ensure Nightline volunteers have the skills, knowledge and motivation to be excellent Nightliners.

(3) General Duties:

- Comply at all times with Liverpool Hope SU's policies and organisational values.
- Set and monitor objectives in line with Liverpool Hope SU's vision and values.
- Contribute to or lead on a range of other relevant Liverpool Hope SU projects and campaigns for our students.
- Undertake research work on relevant policy areas as required.
- Act as Deputy Returning Officer for annual SO elections and advise on revisions to the relevant by-laws affecting future elections.
- Work with the General Manager and other staff to induct and train elected officers in appropriate areas, e.g. Understanding the University Complaints, Appeals and Student Discipline procedures, etc.
- Attend staff meetings and training as required.
- Liaise and work with a range of University Staff and services to ensure students' needs are met.
- Enable collaboration with other Students' Unions and other key partners to positively impact students.
- Initiate and maintain relationships with relevant external agencies (e.g. Advice UK, Office of the Independent Adjudicator) and individuals both within and without the university for purposes of training, support and communication.
- Undertake other duties as required which are commensurate with responsibilities of the post.