Open Door Practitioner-Based in Academic Departments

Department: Student Life and Wellbeing – Student and Academic Services

Hours of work: Full-Time / 37 hours a week

Contract type: Open

Salary: £34,308 - £42,155 a year / Grade 6
Main purpose of the role

The post will involve Initial Assessment, brief interventions 1-3 or 1-4 therapeutic work or Case Management as appropriate following assessment. This role will also have responsibility for line managing Grade 5 generalist roles located in academic departments.

We wish to appoint a suitably qualified mental health professional, who has recent experience of working with people experiencing common mental health difficulties using evidence based, brief psychological interventions.

We are looking for a Practitioner who holds a relevant professional qualification and Registration/Accreditation with an appropriate professional body e.g. BACP, NMC or BPS.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

- Undertake Initial Assessment of students presenting to the Open Door Team via the on-line triage form or via the work of the Grade 5 Student Wellbeing Officer.
- Negotiate confidentiality and other professional boundaries.
- Assess the needs of students and offer an appropriate intervention or referral from the range of options available including to NHS Services.
- Manage a caseload of students providing appropriate interventions according to the needs of the student.
- Provide support and appropriate interventions to students following assessment and using a variety of media (face-to-face, telephone, email and online)
- Keep accurate up to date professional records electronically using formats and structures to facilitate constructive teamwork and in doing so being mindful of issues of confidentiality and GDPR requirements.
- Available to give advice and guidance to colleagues across the University who are engaged in supporting students.
- Ability to offer appropriate training regarding psychological issues to University staff.
- Line manage Grade 5 Student Support & Wellbeing Officers that will be based within academic departments, and to provide training, guidance, advice and support to these generalist roles as appropriate
- To undertake other team professional development and University activities commensurate with the grade of the role, as assigned by the Head of Open Door & Disability or their nominee.

2. University of York Responsibilities for Grade 6

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
• Contribute to operational leadership teams and decision making to shape the nature and level of support services.
• Implement changes to the design and development of a service.
• Accountable for delivery of a service within a defined area or defined responsibilities.
• Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
• Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis.
• Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
• Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
• Ensure the review and improvement of systems and procedures in line with University frameworks.
• Review internal and external practice to identify opportunities for future improvements or efficiencies.
• Apply expertise to identify, understand and propose resolutions for issues or problems.
• Proactively identify opportunities for building personal knowledge and skills for self and others.
• Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
• Provide advice to stakeholders in relation to complex policies, procedures and regulations.
• Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
• Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
• Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
• Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication
• Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
• Build relationships and networks internally and externally to build and update knowledge and skills.
• Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight
• Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
• Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Condition of Employment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form. Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>An Accredited/ Registered professional qualification in an appropriate discipline e.g. Counselling or Mental Health Nursing</td>
<td>Essential</td>
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<tr>
<td>Postgraduate qualification in Psychological Therapies or Mental Health</td>
<td>Desirable</td>
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<tr>
<td>Current knowledge of mental health, mental ill-health &amp; psychological difficulties and appropriate evidence-based psychological interventions indicated after assessment</td>
<td>Essential</td>
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<tr>
<td>Knowledge of working in a higher education environment.</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of mental health assessments and the ability to assess the range of mental health difficulties which may present within the university population (including the use and interpretation of outcome measures and the assessment and management of risk).</td>
<td>Essential</td>
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<td>Knowledge of PC-MIS</td>
<td>Desirable</td>
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<td>Highly developed practitioner skills, including the ability to work short term in a range of media</td>
<td>Essential</td>
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<td>Willingness and capacity to make professional judgements as to what interventions to propose for individuals at a particular time</td>
<td>Essential</td>
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<td>Ability to work effectively within a multidisciplinary team and to negotiate and work within appropriate boundaries, including working with colleagues across the University and collaborating with other health professionals e.g. GPs</td>
<td>Essential</td>
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<td>A strong commitment to receiving appropriate clinical supervision and continuing professional development, and the emotional resilience and capacity to recognise and manage personal responses to stressful situations.</td>
<td>Essential</td>
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### University of York Person Specification for Grade 6

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.  

#### Skills - demonstrates the ability to:

- Lead projects                                                               | Essential |
- Gather, analyse, interpret and report complex data/information              | Essential |
| Use digital technologies including Google applications and/or Microsoft Office | Essential |
| Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |

**Behaviours:**

| Works collaboratively with others | Essential |
| Delivers a quality service | Essential |
| Develops self and others | Essential |
| Actively champions respect, inclusivity, equality and diversity | Essential |
| Identifies and implements continuous improvement | Essential |