



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Wellbeing Adviser

Department/Division: Student Wellbeing Service; Student Services; Academic Registrar's Division

Accountable to: Wellbeing Manager

Job Summary

The London School of Economics and Political Science (LSE) is one of the foremost social science universities in the world, with a global reach and an international student intake. The Academic Registrar's Division (ARD) is a key central support unit within the School. ARD's delivery remit is wide:

We are an informed and inspiring voice to our prospective students; a welcoming and friendly face to our new students; a knowledgeable and caring presence to our current students; and a proud and supportive friend to our graduating students. To our colleagues across LSE we are a professional and constructive source of help, support and advice. At LSE we're committed to making the School a welcoming, inclusive and healthy place for all. Our vision is that together, we will shape our School so that everyone feels empowered to realise their potential, cope with challenges and contribute to our community.

Within ARD, Student Services comprises of the Student Services Centre (SSC) and Student Wellbeing Services (SWS) under the leadership of the Head of Student Services. SWS encompasses the provision of direct services to students which currently includes student disability, mental health and counselling support, proactive outreach to students to promote timely engagement with services, the development of effective peer and self-help, and community building activities to promote cross School student wellbeing (including trainings, workshops, and other engagement activities).

The Wellbeing Advisor will work within a small team within SWS established to deliver two key student focused tasks. Firstly, to proactively support the wellbeing of all students across the School via campaigns, workshops and engagement events. Secondly, within SWS's direct service provision, providing non-therapeutic support to students who present to the service including one to one support. The Wellbeing Team's role being to offer a triage service, supporting students directly when appropriate, and directing students to the most appropriate support in a timely manner when required.



Duties and Responsibilities

- Encourage, engage and empower staff and students as appropriate in enhancing their health and wellbeing.
- Provide triage and screening for those seeking help with their psychological, disability or wellbeing needs in line with the aims, practices and limits of the service. This will include use of assessment tools in combination with relevant questioning for the purpose of reaching an informed decision autonomously on appropriate outcomes or interventions.
- Where appropriate, via the triage process, provide information, advice, and support to students with disabilities and those who may be affected by wellbeing and/or mental health difficulties. This includes face-to-face (drop-in sessions and appointments), telephone and email support.
- Contribute to the organisation and running of a wide portfolio of activities which contribute to enhancing the student experience, including Welcome activities, mental health awareness days/weeks, School closure periods and any other welfare events for students.
- Maintain appropriate records of interactions and interventions.
- Participate in regular meetings and supervision sessions to discuss and review case management.
- Provide administrative and project support to the SWS team as needed.
- Contribute to disability, mental health, and wellbeing awareness and training activities for LSE staff.
- Keep up to date with developments and expertise in the area of student welfare and attend relevant training.
- Contribute to a range of written material for different audiences, including website text, promotional materials, proactive emails and targeted communications within the student newsletters.
- Maintain a good understanding and build collaborative links across the School, in order to enhance the ability of students to be effective learners and members of the School community.
- Oversee the production and use of a range of awareness raising, publicity, guidance and learning resources for both students and staff to promote student wellbeing and inclusivity
- Undertake additional duties that may reasonably be assigned by the Deputy Head of Student Services (Wellbeing) or other senior managers within the ARD.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.



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**Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.