# Job Profile Form

## 1. Job Details

**Job title:** Assistant Director- Welfare & Support (ADWS)

**School/Support Department:** Accommodation Services

**Unit (if applicable):**

**Line manager:** Director

## 2. Job Purpose

Responsible for providing a welfare and support service and ensuring appropriate staffing and policies are in place to meet the needs of all students in Accommodation Services managed properties.

## 3. Main Responsibilities

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<thead>
<tr>
<th>% of time</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>25%</td>
<td>1. Problem solving - Identify and co-ordinate appropriate action required when serious problems arise within student accommodation to achieve a satisfactory outcome for staff and students involved eg. Mental Health issues, self harming, attempted suicide. Communicating as necessary with students, staff and other involved parties within and out with the University.</td>
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<tr>
<td>20%</td>
<td>2. Casework – Responsible for provision of support and guidance to students and staff when dealing with welfare or disciplinary issues to ensure fairness and consistency of approach.</td>
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<td>15%</td>
<td>3. Staffing and training - Control staff recruitment and training to ensure that department has sufficient staff at all levels and that staff receive appropriate induction, training and support to provide an effective service.</td>
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<tr>
<td>20%</td>
<td>4. Communication- Prepare, compile and co-ordinate all initial and ongoing student communications to ensure that students have all the necessary information required during their stay in University accommodation.</td>
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<tr>
<td>10%</td>
<td>5. Policies - Monitor and review Welfare and Support policies and procedures to identify and implement any necessary changes. Ensure that they are enforced fairly and consistently across the department.</td>
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<tr>
<td>10%</td>
<td>6. Budget - Prepare and set Welfare and Support annual budget to ensure appropriate funding available to provide service, monitor expenditure throughout the year.</td>
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## 4. Planning and Organising

Plan and prioritise own work. Require to be able to respond quickly when problems arise.
while maintaining appropriate response times to requests from others.

Due to cyclical nature of the Academic year routinely planning up to a year in advance e.g. staff recruitment, staff training, budget setting, writing and production of student welcome information.

Manage, review and develop the policies, procedures and practices related to welfare, discipline and training for the benefit of students, the community and the organisation.

A longer term strategic view is required to review the service provided in light of changes to the perceived need either of the students themselves or from the University or changes in the law. The department must provide a positive contribution to the Universities twin drives of widening participation and retention of students.

5. Problem Solving

Requests for advice from staff within Accommodation Services and other departments within the University to assist in solving problems relating to students and their accommodation. eg. Suspicion of misuse of drugs in flat and concerns about impact on those involved in use of drugs and those who are unhappy with the behaviour and the possible ramifications on future career prospects.

Problems referred to Assistant Director to manage and resolve. eg Student assault on fellow student, self harming student and impact on flat mates. When these problems present there are a range of people involved who need to have their viewpoints taken into consideration and an outcome found that fits with the varied needs of those involved.

Problems relating to strategic planning for the department. Identifying how best to support students in their accommodation to include first year and returning students, post grads, couples and families. Identifying the type and number of staff required, their training needs and ensuring they are in place for the start of the academic year.

This is a highly responsible post where the level of problem solving requires the ability to resolve unique problems with significant implications for students and the University if the wrong course of action is followed, e.g. future career prospects for students, negative media publicity.

6. Decision Making

Decides on the recruitment criteria, appointment and training of staff within Welfare & Support Department. Additionally the post holder is responsible for identifying training needs for approx 400 staff within Accommodation Services in relation to working in close proximity to student customers.

Decisions relating to student welfare issues either to assist other staff or to manage more difficult issues up to Director level e.g. complaints, appeals against charges, disputes between students / staff, mental health issues.

Decisions relating to requests to be released from lease. Students are released from their lease in exceptional circumstances only. The decision on whether or not to release a student from their rental obligations has a direct financial impact on Accommodation Services.
In conjunction with the Director decisions regarding the structure, policies and procedures of the department.

Deciding on expenditure to ensure department remains within budget.

As a Disciplinary officer of the University decide on disciplinary issues in line with University disciplinary procedures and the terms and conditions of the lease.

7. Relationships

Assistant Director Welfare and Support is the principal contact within Accommodation Services for any member of staff, parent or member of the public who has any concerns regarding the Welfare of students in our accommodation.

Internal

Student residents – all aspects of student life although primarily those experiencing difficulties of one form or another.

Staff within Accommodation Services- to resolve issues and where possible assist students with problems. e.g. Allocations, finance, Accommodation Managers.

Staff within other University Departments to include Student Counselling Service, Chaplaincy, International Office and Directors of Studies – working together to assist a student who has difficulties. To work with other departments within the University to source student support and to contribute to University Policy where appropriate eg mental health.

Staff within The Advice Place. Working closely with Advice Place staff when students present to them with Accommodation issues.

Attend Student Affairs Forum meeting on behalf of Corporate Services Group, represent Accommodation Services on Welfare Consultative Group and Mental Health Sub group.

External

Parents / guardians – responding to complaints and concerns.

Outside care agencies – to source support for students and to produce guidelines for future ongoing initiatives eg. Barony Housing Association (Minds Eye Project)

Members of the Public & Local community groups – to promote good relationships, responding to complaints.

Other Universities – exchange of knowledge and experience. Represent Edinburgh at regional meetings of Association for Students Residential Accommodation (ASRA).

Any other outside body as the need arises e.g. Police, City of Edinburgh Council.

8. Knowledge, Skills and Experience Needed for the Job
Educated to Degree level.
Minimum 5 years experience working in Student Housing or equivalent.
Excellent communication and negotiation skills.
Ability to deal with difficult situations responding quickly and effectively in a crisis.
Experience in the area of student welfare / support work would be advantageous.

9. Dimensions and Context

Accommodation Services houses approx 5,800 students. The Welfare and Support department employs the following-
Welfare & Support Administrator- Full Time post.
Principal Warden- Residential part time post, member of University staff
10 Wardens – Residential part time posts- usually member of University staff but can be post-graduate student
12 Assistant Wardens – Residential part time posts- usually post graduate student.
45 Residents Assistants – Residential part time posts – students in 2nd year or over who have experience of student accommodation.
21 House Assistants – Residential part time posts – students in 2nd year or over who have experience of student accommodation.

In relation to matters relating to student welfare the ADWS will have the authority to deal with other staff within Accommodation Managers directly to ensure speedy resolution to student problems.

During normal working hours the ADWS or the Administrator are the first point of contact, the Wardens and other members of staff carry out their duties out with normal working hours and are on call overnight and at weekends on a rota basis. Budget for 2006-7 £165,000.

10. Any Other Relevant Information