

<b><u>Job Description and Person Specification for:</u></b> Disability and Inclusion Advisor	
<b><u>Department:</u></b> Student Services	<b><u>Reports to:</u></b> Student Wellbeing Services Manager
<b><u>Salary (Band/Annual/Pro rata):</u></b> D	<b><u>Responsible for:</u></b> N/A
<b><u>Hours per week/FTE:</u></b> 36.25 hours per week (1.0 FTE)	<b><u>Working Pattern:</u></b> Monday-Friday, 8.45am – 5.00pm (With one hour lunch break)
<b><u>Job Purpose/Summary:</u></b>	
<p>The post-holder will formalise disability support for University students, providing specialist information advice and guidance to both prospective and current students and will assist the Head of Student Services in ensuring that an outstanding, user-centred service is provided to students.</p> <p>The post-holder will work across Student Services, Registry, and the academic teams to provide information, advice and guidance to University colleagues on support arrangements for students, including providing disability awareness training.</p> <p>The post-holder will work closely with other members of the Student Services Team, in particular the Student Services Adviser and Wellbeing Adviser.</p>	
<b><u>Main Responsibilities/Key Tasks:</u></b>	
<ol style="list-style-type: none"> <li>1. To work closely with the Student Services and Wellbeing Manager and colleagues in developing effective and efficient systems and procedures in the area of supporting students with disabilities and make recommendations for continual service improvements.</li> <li>2. To provide a confidential support and advisory service for disabled students. To include the co-ordination, supported by the Student Services Adviser, of external support and diagnostic screening for specific learning difficulties (including dyslexia).</li> <li>3. To act as a point of contact for applicants and current students with a disability, including long-term mental health conditions; to ensure support requirements are understood, disseminated to colleagues and adjustments are in place where necessary and possible, prior to entry, in accordance with the Equality Act (2010).</li> <li>4. Manage a varied, complex and sensitive caseload of current students with disabilities, including those with long-term mental health conditions, who want to access disability support.</li> <li>5. Undertake assessments of student needs and deliver one to one or small group interventions to help students develop effective strategies that support healthy behaviours, and positive engagement with study.</li> <li>6. To act as a trainer, to University professional services and academic staff to provide guidance as they work with students with disabilities and long-term mental health conditions and vulnerabilities.</li> <li>7. To administer in-house Needs Assessments for international and other non-DSA funded students.</li> <li>8. To be able to explain Educational Psychologist diagnostic reports to students and staff in simple terms and liaise with colleagues within Registry to implement the recommended additional assessment arrangements for disabled students.</li> </ol>	

9. To support student awareness of, and application for Disabled Students Allowance
10. Facilitate improvements in provision for disabled students, by holding a knowledge lead responsibility, by keeping up-to-date with issues affecting disabled students.
11. With equal efficacy offer a blend of individual present-in-person and digital meetings to identify relevant support and adjustments options, facilitate any ensuing communication with academic teams and other key stakeholders to resolve barriers to reasonable adjustment and support needs.
12. To work with other teams across the University to ensure processes and information sharing are in place (where appropriate) to support students with a disability
13. Ensure the provision of accurate and timely information on Student Support services for publication on the University websites and systems
14. To provide pastoral support, information and guidance
15. To ensure comprehensive and timely records are kept from all interactions with students and to save notes in line with agreed systems
16. To work flexibly as part of the Student Services Team, covering the reception desk at specific times across the year; with a commitment to delivering excellent and effective student support services.
17. To support student voice initiatives and to design, implement, evaluate, and maintain student feedback forms, analysing the data and producing reports for the Head of Student Services, including an annual report.
18. To ensure practice is in line with the requirements of the General Data Protection Regulations.
19. To commit to upholding the principles of Safeguarding and the Prevent duty.
20. To participate in open events, and Arrivals Weeks which may require working out-of-hours i.e. evenings and weekends (occasional).
21. To be able to work some weekends to support part time students and to administer all UCO specific funds and support the money and accommodation advisor with administration and delivery of the hardship funds.
22. Attend conferences and training events to stay up to date with best practise and to represent the University on relevant external bodies as required by the Head of Student Services and Wellbeing
23. Other duties of a similar nature and level or responsibility.

**Additional Duties**

21. To demonstrate support for the University's commitment to equal opportunities and its Dignity, Diversity and Equality Policy.

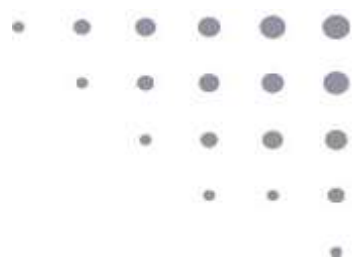
22. To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.

23. To undertake other activities identified from time to time commensurate with the level of the post.

24. To work in line with our values

**Additional Duties**

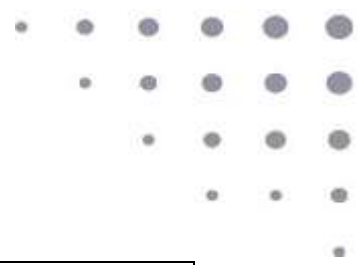
- To demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity and Inclusion Policy.
- To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
- To undertake other activities identified from time to time commensurate with the level of the post.



<u>Requirement:</u>	<u>Essential:</u>	<u>Desirable:</u>
<b>Education, Training and Qualifications</b>	<p>Educated to degree level or equivalent in a relevant discipline plus relevant proven work experience</p> <p>Experience of providing specialist support</p>	Experience of working within a multi- skilled customer/client service environment
<b>Skills and Knowledge</b>	<p>Ability to provide expert information advice and guidance to customer/client services teams</p> <p>Up to date working knowledge of disability legislation and its application within HE (Equality Act)</p> <p>Up to date working knowledge of sources of information, specialist support and equipment for disabled students in higher education</p> <p>Excellent time management and caseload management skills and experience of prioritising competing demands</p> <p>Knowledge of the range of conditions that can impact an individual's ability to study, Specific Learning Difficulties, Sensory Impairments, Mobility Conditions, Medical Conditions</p> <p>Excellent knowledge of Microsoft Office packages, particularly Word and Excel; Proficient in Web applications along with an interest in and an ability to learn and use a range of IT applications and special equipment.</p> <p>Knowledge of web accessibility regulations (WCAG) and best practice in digital accessibility, ideally within the Higher Education sector</p> <p>Excellent interpersonal skills with the ability to explain complex issues in a way that is understood by non-specialists</p>	Knowledge of the HE sector



	Substantial knowledge of disability support and advice, ideally within higher education	
<b>Experience</b>	<p>Experience of working with people with a range of neurodiversity, including SpLD, AD(H)D and Autistic Spectrum Conditions.</p> <p>Proven track record of implementing high quality disability advice with specific requirements in a HE environment.</p> <p>Demonstrable record of establishing effective working relationships with a wide range of people in a challenging environment</p> <p>Significant experience within a student focused Further or Higher Education setting</p> <p>Experience of prioritising own workloads and delivering to tight deadlines</p> <p>Experience of liaising with a wide range of internal and external stakeholders.</p> <p>Experience of working within a educational setting or working within other student facing services.</p>	Knowledge of the UK higher education environment
<b>Personal Attributes and abilities</b>	<p>Self-motivated, with the ability to work independently with minimum supervision</p> <p>Awareness of the requirements associated with operating within a customer service environment</p> <p>Ability to work flexibly as part of a multi-disciplinary team and cover for other team members in their absence.</p> <p>Sensitive to individual and cultural differences</p>	



	Flexibility to meet the changing needs of the service and University  Positive, personable and professional.	
<b>Other Requirements</b>		

***NB: The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.***

Health Science University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.