

JOB DESCRIPTION

Job Title: Specialist Mentor

Responsible to: DSA Support Manager

Job Purpose: To provide mentoring support to students with mental health conditions and/or Autistic Spectrum Condition (ASC) at Falmouth University and the University of Exeter, Cornwall Campuses.

Main Duties and Responsibilities:

To provide individual interventions to empower students to manage their condition in relation to their academic progression, promoting strategies for independent learning, living and self-management.

To assess the support needs of students and create work plans in line with their needs assessment recommendations.

To provide specialist 1:1 mentoring to students to develop strategies to overcome barriers.

To devise and use appropriate mentoring resources including an awareness of internal and external resources and services students can be signposted to.

To encourage students to reflect on their progress and to develop their autonomy and independence.

To identify if a student might be at risk and accurately deal with the situation through referrals, signposting and record keeping within the remit of the role.

To work closely with a student's other non-medical helpers to enable the development of study strategies.

To maintain an in-depth and up to date knowledge relevant to the role including assistive technology.

To attend peer and group supervision facilitated by Accessibility.

To proactively manage a caseload of students ensuring each student's needs are kept under review and appropriate interventions and sessions are allocated; managing appointments and seeking to support high levels of attendance and engagement.

To complete maintain accurate and up-to-date records of interactions with students.

To maintain the non-medical helper standards as set out by Student Finance and support the audit process.

To actively participate in peer-observation and mentoring schemes.

General Duties and Responsibilities

To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

To promote the Falmouth Exeter Plus Environmental Policy by implementing working practices and procedures that ensure a sustainable approach to the use of the resources and that resources are disposed of in an efficient and environmentally friendly way.

Working within the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

To demonstrate a flexible attitude to change and to support the Universities and FX Plus in evolving to meet existing and future needs. This may include undertaking duties not specifically stated above, without altering the nature, purpose or level of responsibility of the post.

PERSON SPECIFICATION**Post Title:** Specialist Mentor

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Educated to degree level or equivalent.</p> <p>Professional body membership and/or qualifications as detailed in the Mandatory Qualifications</p> <p>Successfully undertake an enhanced with regulated activity DBS check</p>	<p>Postgraduate certificate in Autism.</p> <p>Training in assistive technology.</p>
Experience / Knowledge	<p>Extensive and recent experience of mentoring students/adults.</p> <p>Knowledge of mental health issues and awareness of the signs of mental illness to facilitate appropriate referrals.</p> <p>Experience of dealing effectively with complex situations including crises.</p> <p>Understanding of issues that affect the participation and progress of students with mental health issues and/or ASC in HE.</p> <p>Experience of working within defined boundaries appropriate to the post.</p> <p>Awareness of the strengths students bring to a learning situation and the skills to help students use these strengths to overcome barriers to learning.</p> <p>Evidence of ability to tailor mental health and ASC appropriate mentoring resources to students' profiles.</p> <p>Knowledge of requirements under the Equality Act (2010)</p>	<p>Experience & knowledge of local and national mental health and ASC services.</p> <p>Demonstrable working knowledge of assistive technology software and hardware.</p>

Skills / Personal Requirements	<p>Excellent interpersonal, negotiation and communication skills.</p> <p>The ability to communicate effectively and clearly in a spoken and written format.</p> <p>Excellent organisational and time management skills.</p> <p>IT skills including Microsoft Office applications and video meetings.</p> <p>The ability to work in a flexible, patient and supportive way.</p> <p>Respect for confidentiality of personal information.</p> <p>Be committed to continued CPD.</p>	
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