



St John's College
Oxford

STUDENT WELFARE ADVISORS

Further Particulars

About St John's College

St John's College is one of the larger colleges within the University of Oxford. Founded in 1555 by Sir Thomas White, the College is a long-established member of the thirty-eight colleges of Oxford University. Like all colleges, it is an independent, self-governing establishment, which functions both as an academic institution and as a social and residential centre for its members. The College has around 650 students and 100 Fellows. For further information about the College, please visit our website at www.sjc.ox.ac.uk.

Overview of the Department

The Student Wellbeing team is led by The Head of Student Wellbeing and includes the College Nurse and College Psychologist. The team are supported by the Fellow for Welfare and work closely with other senior members of College, The Lodge and the Junior Deans.

Main Duties and Responsibilities

Welfare:

- To live within an approximate 15- minute walk of St John's College during term time and vacations. Exact location will be determined later and agreed between all parties.
- When on duty, to remain onsite or at a distance agreed between all parties and no more than 15 minutes' walk from St John's College so that student welfare emergencies can be attended in a timely fashion. The Student Welfare Advisor will be provided with a mobile phone, upon which they are contactable by students and Lodge Porters. The mobile phone must be on at all times when on duty.
- To be part of an on-call rota, with the other Student Welfare Advisors, to equally share the on-call duty, with one Advisor on duty each night and weekend (between 7pm and 7am each weekday night and from 7pm on Friday evenings to 7am on Monday mornings at weekends). As well as the Student Welfare Advisor on duty, there will be another Student Welfare Advisor from the team on call in the event of back up being necessary. The Student Welfare Advisors are expected to make arrangements between themselves to ensure that the on duty and back up responsibilities of the post are shared equally, and be prepared to help with crises at any time, whether formally on duty or off duty.
- To provide proactive and reactive wellbeing and welfare support including 'crisis support' for students on a wide range of welfare issues. Proactive wellbeing support may involve facilitating wellbeing events and offering wellbeing check-ins or conversations. Reactive support may include dealing with minor health emergencies such as illness or injury as well

as crisis response. Students may contact the Advisor directly or they may be alerted to a crisis situation by the Lodge Porters. Friends of a student in crisis, or the JCR/MCR Welfare Representative may also reach out on behalf of other students.

- To act as one of the College's qualified First Aid team.
- To provide a handover to the Head of Student Wellbeing as required regarding call-outs and follow up cases.
- To share information related to student welfare as appropriate with the Head of Student Wellbeing to ensure timely and appropriate information-sharing and coordinated follow-up.
- To attend Welfare Team Meetings where welfare policy, procedure and individual student cases are discussed.
- To participate in the Student Welfare Induction sessions for new students at the beginning of the academic year, explaining the role of the Student Welfare Advisor to new students.
- To organise and participate in a small number of 'Get to know the Student Welfare Advisor' events for students during Michaelmas and Hilary terms.
- To support the set up and break down of wellbeing and welfare events or events in College.
- To be present at specified events in College to provide support for students experiencing welfare concerns.
- To ensure timely and appropriate information-sharing and coordinated follow-up.

Meetings and Events:

- To attend Welfare Team Meetings where welfare policy, procedure and individual student cases are discussed.
- To participate in the Student Welfare Induction sessions for new students at the beginning of the academic year, explaining the role of the Student Welfare Advisor to new students.
- To organise and participate in a small number of 'Get to know the Student Welfare Advisor' events for students during Michaelmas and Hilary terms.
- To be present at specified events in College to provide support for students experiencing welfare concerns.
- Student Welfare Advisors will support the Access and Outreach Office team by acting as a first responder to welfare issues arising during events such as summer schools, offer holder and open days. Cover may be required overnight for summer schools or during the vacations in the day time for Open Days. Open days would constitute an exception to the hours of the Student Welfare Advisors. During these events the second Student Welfare Advisor on duty may also be required to respond to any welfare events arising in College.

Administration/Other:

- To provide honest and accurate accounts of welfare incidents that also involve disciplinary matters to the Dean, as required.
- To complete formal and informal reports on welfare incidents on the in-house case recording system. Training will be given.
- To respond to a call for support from the porters when dealing with a night time student welfare/wellbeing issue, when appropriate. The Student Welfare Advisor will then support and reinforce the porter in dealing with the incident.
- To help dissemination of information regarding welfare and community life to members of the College, in conjunction with the Head of Student Wellbeing.
- To provide support to the Lodge Porters with any welfare/wellbeing issues around fire drills to ensure that all students vacate safely, as requested.
- Support the other Student Welfare Advisors with difficult cases, giving advice and offering support.

- Other wellbeing and welfare duties as may from time to time be assigned.
- To provide a handover to the Head of Student Wellbeing as required regarding call-outs and follow up cases.
- To share information related to student welfare as appropriate with The Lodge and The Head of Student Wellbeing to ensure timely and appropriate information-sharing and coordinated follow-up.

Training:

Student Welfare Advisors must complete the following training prior to or soon after, depending on timing of the course, commencement of their post:

- First Aid Training offered by St John's Ambulance.
- Welfare training offered by the University.
- All other welfare or induction training required by the role

These courses will be funded by the College.

Selection Criteria

Essential:

1. Enrolled on a full-time graduate research course at the University of Oxford for the entirety of the appointment.
2. An appreciation of the welfare and disciplinary issues relevant within a student community.
3. Excellent communication and listening skills
4. Able to form positive relationships and obtain the confidence of all sections of the College, in particular the Junior Members. Liaison with the JCR and MCR welfare representatives may be an important part of the role.
5. Experience of working with confidentiality, discretion, tact and diplomacy, including and understanding of when it may be necessary to break confidentiality
6. Evidence of a committed, enthusiastic and resilient nature.
7. Evidence of mature and good judgement
8. Able to work effectively and constructively as part of a team.
9. Able to respond and act appropriately on own initiative and with a high degree of flexibility in response to a wide range of unpredictable situations, if necessary, unguided.
10. Willingness to train to become a qualified first aider and undertake the welfare training offered by the University .
11. Willing and able to take a flexible approach to duties, working unsociable hours including evenings and weekends.
12. Available to work as part of a rota in term time and during vacations. Available (with forward planning) for some meetings and other commitments on weekdays.
13. A full, clean DBS check.

Desirable:

1. Experience of relevant voluntary or welfare work.
2. Experience of working with the public and/or in a customer service environment.
3. Experience of dealing with emergencies e.g. accidents, mental health crisis.

Reporting Structure

The Student Welfare Advisors report directly to The Head of Student Wellbeing.

Personal Documentation

The selected candidate will be required to present documentation demonstrating the Right to Work in the UK.

Appointment period: Two-year fixed term appointment, subject to a probationary period of 6 months and the postholder's status as a graduate student of the University.

Hours of work: Weekly hours will vary but are normally expected to average 10 hours per week during term time. Hours will be worked during term time according to an agreed rota system.

Stipend: £9,817 p.a. paid monthly in arrears.

Accommodation: Student Welfare Advisors will be provided with a single, furnished College room free of charge for the period of their employment. They will be required to sign the standard tenancy agreement relevant to the room. Accommodation for couples can be requested but will be subject to availability and standard rules of graduate student accommodation at the time. In such cases, the postholder will be liable for the differential between single and double accommodation and 50% of bills.

Meals: Meals may be taken in Hall free of charge and up to three lunches and two dinners per week in the Senior Common Room (see below) when the College kitchens are open.

Common Room membership: The Student Welfare Advisors are members of the Senior Common Room as well as the Middle Common Room. The Student Welfare Advisors may take 3 lunches and 2 dinners per week in the SCR; 4 Guests will be permitted per term, no more than 2 per any one dinner.

Application Procedure

If you consider that you meet the selection criteria (detailed previously), please send your application consisting of a covering letter explaining your suitability for the post and a full CV with your complete education and employment history, preferably by email, to vacancies@sjc.ox.ac.uk, or by post to Mrs Amanda Armstrong, College Office, St John's College Oxford, St Giles, OX1 3JP.

Your application should arrive no later than noon Friday 8th November 2024.

Please state the names, addresses and telephone numbers of two people who are prepared to give you a reference for this position (preferably your current Line Manager). Please indicate whether we can contact them at this stage.

If your application is successful, your appointment will be subject (i) to the provision of an original document, which indicates your right to work in the UK, and (ii) the completion of an initial probation period.

Equal Opportunities Statement

St John's College is committed to providing equality of opportunity and avoiding unlawful discrimination. The policy and practice of the College require that all staff are afforded equal opportunities within employment and that entry into employment with the College and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases the ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, age or disability.

Data Protection

All data supplied by candidates will be used only for the purpose of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the College's Data Protection Policy and recruitment monitoring process.