



Support for Academic Advisers

Wellbeing is important and it is recognised that supporting students can take its toll on staff. This can be particularly evident if the student has complex needs or has been affected by a distressing event. Should you feel in need of additional support, or that you need talk to someone, there are various points of contact available to you as an Academic Adviser.

It would be a useful starting point to make your Senior Academic Adviser (academic advising lead) aware of circumstances that you feel are challenging. It may be that support can be provided through the Academic Advising Community of Practice, or that a wider piece of work needs to be considered to support Academic Advisers across the institution.

You should make your line manager aware of the fact that you feel you are in a challenging situation, but if you feel you need to speak to someone about how you are feeling, or that the impact of a certain situation is too much then there is support available for all staff via the **Employee Assistance Programme (EAP)**. Through this programme you can access a range of support including counselling, advice and guidance. This document provides a range of screenshots to enable you to locate details of the programme on the HR website, and the accompanying PDF provides an overview of the support available from the EAP.

From the www.staff.shu.ac.uk main page, scroll down to the bottom and select the following link(s):

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 **Staff Wellbeing**



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Employee Assistance Programme

What is an EAP?

An EAP is an Employee Assistance Programme which provides an online, telephone and face to face employee support service. The University's EAP is provided by Health Assured and is designed to help you deal with personal and professional problems that could be affecting your home life or work life, health or general wellbeing.

The EAP service provides an extensive support network that offers expert advice and guidance 24/7, covering a wide range of issues. The University strongly believes in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to provide sustainable solutions.

Balancing everyday life with the requirements of work and home can create pressures for all of us. Work is a large part of people's lives and it is vital to ensure that there's a productive, healthy environment that is conducive to a healthy lifestyle and having access to an EAP will assist you in achieving this balance.

How to Access

If you are seeking help right now, contact **0800 030 5182**.

If you wish to access the Health and Wellbeing portal from a computer/device which is connected to the University network, please click [here](#).

Alternatively, to gain access to the Health and Well-being Portal from your home/outside the University please click [here](#) and use the login credentials below:

Username: Sheffield

Password: Hallam