

Residential Wellbeing Mentor

x 4 in Bramall Court

x 4 in Charlotte Court

Role description

The Residential Wellbeing Mentor role is a voluntary role designed to support the wellbeing and welfare of students living in halls of residence, managed by the University. Residential Wellbeing Mentors assist the halls' staff on site, and will work collaboratively with the University's services in providing a wellbeing and welfare mentoring in the two halls of residence.

Residential Wellbeing Mentors will report to the Residential Support Co-ordinator in the Facilities Directorate and the Hall's Site Management Staff

All Residential Wellbeing Mentors are required to live on site in either Bramall Court or Charlotte Court and must be fully enrolled students of Sheffield Hallam University.

Main Duties and Responsibilities

Supporting student residents

- Meet and greet new residents on arrival to University accommodation, e.g. during Moving In Weekend and Freshers Week.
- Ensure residents are aware of all induction events and promote attendance. Organise and deliver orientation activities for newly arrived residents, as required.
- Respond to routine enquiries regarding the services and facilities available within the residences and in the University, acting at all times in a professional and courteous manner while representing the University.
- Promote a sense of community and integration amongst residents by encouraging the organising and/or attendance at educational or social activities.
- Provide a wellbeing drop-in service to students living within Bramall Court or Charlotte Court
- Provide support to residents experiencing difficulties and direct as appropriate to other services within the University and the city.

- Provide one-to-one mentoring to residents needing additional support or identified as being at a higher risk of possible withdrawal from SHU.
- Record contact with residents and take notes of actions taken, ensuring compliance.
- Provide regular reports to Residential Support Co-ordinator, site management and Student Transitions Officer

Supporting halls' management and security staff

- As appropriate visit specific flats when required to ensure the general well-being of the residents and to obtain feedback on services and facilities provided.
- As appropriate talk to student tenants to assess the general atmosphere in the student community and respond to/report any issues arising.
- Provide support to site teams as response to complaints of noise or other anti-social behaviour within halls and refer matters as appropriate to the Site Manager and/or Residential Support Co-ordinator.
- Report as appropriate any welfare, health, safety, security or maintenance concerns
- Regular liaison and communication with site management.
- Assist with the delivery of the residential support, site and ad-hoc wellbeing information.
- Plan and communicate information on welfare, safety and educational campaigns via communication with tenants and by displaying information on notice boards and ensure notice boards are kept up to date and that they display only appropriate information.
- At all times act with consideration to confidentiality, equality, diversity and protection of data

Managing own workload

- Prioritise own workload and manage duty times in conjunction with the Lead Mentor (part of the workload is reactive, particularly for events that happen outside normal working hours and in emergencies.)
- Attend one full-time training week at the start of the Residence Mentor Agreement and supplementary training throughout the year.
- Any other duties, commensurate with the role.

Personal specification for the role

Applicants should provide evidence in their applications that they meet the following criteria. We will use a range of selection methods to measure candidates' abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

	Criteria	Essential	Desirable
Qualifications and experience			
1	Fully enrolled SHU student with knowledge and experience of Sheffield Hallam University's academic and administrative environment.	X	
2	Previously lived in SHU halls of residence		X
3	IT skills, particularly e-mail and Microsoft Word.	X	
4	Good social media skills - Facebook, WhatsApp etc.	X	
5	An understanding of equal opportunities within the University and the residences.		X
Communication skills			
6	Excellent communication skills, via verbal, non-verbal and written correspondence.	X	
7	Excellent listening skills.	X	
8	Excellent interpersonal skills and a balanced approach to dealing with confrontational situations.	X	
9	Ability to speak a second language.		X
Team working skills			
10	Excellent team working skills.	X	

Personal effectiveness			
11	Excellent time-management skills.	X	
12	Flexible approach to work.	X	
13	Enthusiasm.	X	
14	A genuine commitment to providing excellent customer service.	X	
15	Ability to solve problems.	X	
16	Confidence and initiative to control a variety of situations.	X	
17	Ability to organise and facilitate student meetings and activities.	X	
18	Ability to empathise with others.	X	
19	Genuine commitment to improving the experience of students and community building	X	

This role is required for the full term of the tenancy periods plus mandatory training:

Bramall Court:

44 weeks, with a start date of 17th September 2017 and an end date of 21st July 2018.

Charlotte Court:

43 weeks, with a start date of 17th September 2017 and an end date of 14th July 2018

Mandatory Training and induction:

11th – 15th September 2017 (circa 30 hours)

After the training and induction, Residential Wellbeing Mentors will be required to volunteer for the full duration of the residential contract providing out-of-hours residential support over nights every week.

Vacation periods outside University closures will be agreed in advance with the Residential Support Co-ordinator.

This role is exempt from the provisions of the National Minimum Wage Act 1998.

The Residential Wellbeing Mentors roles are voluntary and therefore do not receive a salary or qualify for other University employment benefits.

Residential Wellbeing Mentors will agree to terms of the standard tenancy agreement and will be rebated 50% of the total rent based on a single ensuite room in two payments of one third in December and two thirds at the end of the tenancy period.

The accommodation for the first week of mandatory training and induction will be at no cost.

Expression of interest:

If you are interested in taking part in the Residential Wellbeing Mentoring programme please contact the Residential Support Co-ordinator, complete an expression of interest form and return this form to residentialsupport@shu.ac.uk by the closing date.

Following the closing date, we will contact all applicants to advise if they have been successfully shortlisted to participate in the next stage of the selection process.

It is anticipated that interviews and other selection activities including a group interview will be held on week commencing 20 March 2017. Full details will be provided to invited candidates.

Skype interviews will not be possible.

Closing date: Wednesday 15 March 2017

If selected to be a Residential Wellbeing Mentor you will be required to provide a reference from your academic adviser/personal tutor and a current or former employer prior to starting the role.

Informal enquiries:

For informal enquiries about this job, department and selection process, contact residentialsupport@shu.ac.uk