



Job Description and Person Specification

Summary

Job title:	Inclusion Support Advisor (ISA) – Mental Health
Area:	Student Services
Reference:	EHA2469-0825
Grade and Salary:	£ 32080 - £ 34610 per annum. Grade 6, Points 23 to 26
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role. Ormskirk, Lancashire, L39 4QP
Accountable to:	Director of Student Services
Reporting to:	Senior Inclusion Officer

About the Role

As a member of staff within the Inclusion Team, you will have responsibility for the design and delivery of high-quality specialist academic support for Inclusion Team. For providing advice and support for disabled students of all academic disciplines at all levels, from pre-entry to taught postgraduate, across the University to enhance students experience, attainment, and retention. The role will involve building effective relationships and working collaboratively with colleagues across disability services to support students in developing autonomy and independent learning and study strategies. You will also contribute to team and service development, including participating in and leading on specific projects and areas of activity within the team and more broadly across Student Services.

You will normally be based at the Ormskirk Campus but may be asked to work at any Edge Hill University site or satellite campus. You will be required to work flexibly, including evenings and weekends to cover for example Open Days, Welcome events, and other recruitment events. Duties and working patterns may vary according to service needs.

Duties and Responsibilities

1. Responsible for the design and delivery of high-quality individualised academic support to a wide range of disabled students across all subject and levels, promoting their academic development encouraging the adoption of various strategies to foster self-agency and autonomous learning.
2. Responsible for the delivery of effective and clear information, advice and guidance, managing complex queries and interactions with a responsive person-centered approach.
3. Effectively communicate key information around the Disabled Students Allowance, support provision, technology and the assessment options available to students at the university.
4. Responsible for the delivery of pre-entry activity introducing the specialist support offer for disabled students at the university. This will include transition and induction activities to ensure students have a successful transition into the University, and between years/levels of study.
5. Actively support and collaborate with academic colleagues to provide specialist advice and guidance around best practice and the consideration of anticipatory and individual reasonable adjustments for disabled students.

6. Responsible for the delivery of an effective Inclusion Team support service based on student choice and convenience. This will include developing new strategies in response to student need in both a face to face and online environment.
7. Responsible for ensuring timely and accurate applications for exam modifications for consideration and approval. Working collaboratively with the Senior Inclusion Officer and academic colleagues effectively manage considerations in this area including, modifications, alternative assessments and reasonable adjustments, clearly communicating this to all stakeholders.
8. In collaboration with colleagues in key support services design, develop, maintain and enhance a range of resources, promoting autonomous study skills development through self-directed learning.
9. In collaboration with colleagues in key support services design, develop, maintain and enhance a range of resources to support academic colleagues to understand the impact of disabilities on learning and how to overcome such barriers.
10. Assess the support needs of disabled students and consider and explain a range of anticipatory and individual reasonable adjustments in response to the students' identified needs, strengths and challenges.
11. Act as a nominated point of contact for a range of departmental named contacts responsible for distributing Student Support Plans. This will involve working collaboratively to build relationships and providing detailed specialist advice to departments in relation to considerations of anticipatory and individual reasonable adjustments.
12. Incorporate the use of assistive and accessible technologies in a support setting and working with the Learning Support Advisor (AT) promote these technologies to all staff and students at the university.
13. Actively promote and advocate the service to the student population and wider University community where appropriate. This will include producing case studies and communicating success stories using a range of channels.

Wider Team Responsibilities

1. Keep accurate session records in accordance with team procedures and external audit requirements and ensure all relevant information, in relation to student support, is processed appropriately.
2. Proactively maintain an awareness and knowledge of new approaches, technologies and practices for effectively supporting disabled students and undertake benchmarking activities to position our provision, identify best practice and inform future service development.

3. Foster and develop excellent cross-team collaboration within Student Services, Learning Services and beyond, to ensure on-going awareness of the changing needs of the student population.
4. Maintain current awareness of developments in the sector, attending external meetings, presenting at conferences, and feeding this back into practice through service enhancements.
5. Participate in staff development activities and develop new skills and awareness to meet the changing needs of the service.
6. In collaboration with colleagues in the SpLD Team co-ordinate the services contribution to student engagement activity at Open Days, applicant visit days, Welcome events.
7. Contribute to and lead on specific project planning to inform the future development of the support available within the wider context of Student Services.
8. Participate in Professional Peer Supervision (PPS) to ensure best practice is shared with colleagues in a supportive way and meet the ongoing professional body membership requirements which may be required for the role.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; demonstrate excellent customer care; undertake appropriate learning and development; actively participate in performance review; encourage equality, diversity and inclusion; respect confidentiality; act in a sustainable manner; and proactively consider accessibility.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Educated to degree level or have substantial relevant experience of supporting disabled students	Essential	Application
Teaching qualification or evidence of recent relevant experience	Essential	Application
Be qualified to meet the criteria for Band 4 Specialist Mentor: Mental Health detailed in the link below. (Pages 8-9.) The University will fund some or all of the costs of professional body membership https://www.practitioners.slc.co.uk/media/1987/final-nmh-qualifications-matrix-july2023.pdf	Essential	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of delivering specialist support to disabled students in a one to one and group setting.	Essential	Supporting Statement & Interview
Experience and understanding of the provision of specialist disability related advice and information in a higher educational setting.	Desirable	Supporting Statement & Interview
Experience of working collaboratively with academic and other staff across the University to support students and staff in considerations and reasonable adjustments.	Desirable	Supporting Statement & Interview
Experience of leading and delivering successful project outputs	Essential	Supporting Statement & Interview

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of evaluation techniques and approaches to developing service delivery and provision.	Essential	Supporting Statement & Interview
Expert understanding of the range of accessibility, inclusion and student support needs in relation to disabled students within a higher education context	Essential	Supporting Statement & Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Commitment to the delivery of a student focused service promoting strategy development, self-awareness and autonomy.	Essential	Interview
Effective communication skills, both written and verbal, report writing skills, experience of delivering presentations,	Essential	Supporting Statement & Interview
Excellent customer service skills with the ability to deal with sensitive situations, handle conflict constructively and maintain professionalism	Essential	Interview
Ability to assess, plan and progress work activities, projects and changes within the service using initiative and judgement.	Essential	Supporting Statement & Interview
Excellent IT skills including a good understanding of digital and mobile technologies and their application in a higher educational context	Essential	Test
A commitment to equality and diversity and the provision of a high-quality service for all students	Essential	Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Alison Bradshaw, Senior Inclusion Officer at Alison.Bradshaw@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.