

WOLFSON COLLEGE, UNIVERSITY OF OXFORD
STUDENT WELFARE OFFICER
FURTHER PARTICULARS OF THE JOB

JOB DESCRIPTION

Job Title: Student Welfare Officer

Main Purpose of Job:

The Welfare Team at Wolfson College currently comprises the Senior Tutor & Dean of Welfare, Academic Registrar, Student Support and Engagement Officer, College Nurse, and four Student Welfare Officers. There are also a team of student peer supporter volunteers. The role of the Student Welfare Officers is to represent the interests of all students in welfare related matters, organise student welfare activities and events, be a point of contact for all students providing listening and signposting services and, where appropriate, liaising with College Officers and/or the Equality and Welfare Committee.

There are normally four Student Welfare Officers at any one time who are expected to work together to meet the needs of the role.

Relationships:

1. Responsible to: Student Support & Engagement Officer
2. Liaison with: Academic Registrar, Academic Office team, Senior Tutor & Dean of Welfare, College Nurse, the Lodge team, University Counselling Service, College Officers, Peer Supporters & Common Room Diversity Representatives.

Main Tasks of Job:

1. Be available to provide practical and informed advice to students regarding welfare matters, and act as the first point of contact for welfare advice particularly outside of Academic Office hours (for this purpose the appointee will be able to use the office allocated to the Welfare Officers);
2. Respond promptly to requests from the Lodge Porters, Student Support and Engagement Officer, Senior Tutor, Academic Registrar, or other members of staff to assist with welfare incidents. Welfare Officers are expected to live onsite if possible, so priority access to accommodation on the Wolfson campus will be offered to the successful candidates (**chargeable at the usual student rental rates**).
3. Assist with serious incidents: contact the Senior Tutor & Dean of Welfare, and Academic Registrar to inform them of any serious incidents, and follow established 'emergency' procedures. This includes handing over all relevant information and attending de-briefing sessions as required;
4. Participate in the Health and Wellbeing induction session for all new students at the start of Michaelmas term (and subsequent terms if applicable);
5. Organise other face to face and online welfare events and activities throughout the year as required, including during the vacation periods; work with the Common Room Diversity Representatives to run events for Black History Month, LGBTQ+ History Month and Mental Health Awareness week.
6. Organise the 'Old Hands New Faces' scheme which pairs current students with Freshers;
7. Liaise with the University Counselling Services to organise the Wolfson College Peer Support programme. This includes assisting with recruitment and working closely with the Peer Supporters as required;
8. Liaise closely with the Student Support and Engagement Officer, Academic Registrar, Senior Tutor & Dean of Welfare, Vicegerent, and other College and University officials where necessary;

9. Be responsible for purchasing welfare supplies through the Oxford SU and/or other suitable providers. (The Academic Registrar will arrange payment of any bills or expenses);
10. Monitor and respond to emails in the Welfare email account, signposting other resources where appropriate;
11. Be responsible for disseminating clear information about the College and University welfare provision via the College Website, maillists and notice boards;
12. Advise students of the appropriate professional persons or bodies available for welfare or disability support (such as the College Doctors, University Counselling Service and the University Disability Advisory Service);
13. Be members of the College's Welfare and Equality Committee, and ensure that at least one of the officers reports at each General Meeting;
14. Meet regularly with the Academic Registrar, College Nurse and Student Support and Engagement Officer to discuss welfare matters and initiatives;
15. Keep the Lodge Porters and Academic Registrar (via the Student Support and Engagement Officer) informed of periods of absence from Oxford or holiday; liaise with other Welfare Officers to ensure availability of at least two welfare officers outside of normal office hours.

Other responsibilities:

16. Student Welfare Officers are not expected to and should not provide counselling or medical care (other than basic first aid for which training is offered) to students; they should offer informed advice and give students information on sources of further support. Student Welfare Officers should always refer the student to a qualified professional for help or check with a qualified professional if they are not sure how to advise the student.
17. The Wolfson Welfare team operates according to the University's Guidance on Confidentiality (<https://academic.admin.ox.ac.uk/disability/confidentiality>), and the Student Welfare Officers will be expected to abide by this policy at all times.
18. The Student Welfare Officers will be required to attend a one-hour invigilation training to be able to invigilate in-college exams in exceptional circumstances.
19. The Student Welfare Officers will also be required to undertake a First Aid course (which will be organised and paid for by the College) and must also attend the University run training course for Junior Deans (where available and paid for by the College).

PERSON SPECIFICATION

Applicants should be enrolled in postgraduate study at Oxford University and should expect to remain so for the duration of the period in which this position is held. Students enrolled at another College will be required to migrate to and (preferably) live at Wolfson.

Essential Criteria:

1. Experience of dealing effectively and responsibly with students or young people
2. Excellent oral and written communication skills
3. Strong inter-personal and listening skills
4. Ability to work effectively and constructively as part of a team
5. Have a sound appreciation of the requirement for confidentiality and data protection regulation (GDPR) allied with an awareness of the demands of the College's duty of care
6. Be able to work flexibly and willing to share evening, weekend and vacation cover across the team

Desirable Criteria

1. Live at Wolfson or be willing to relocate to live at Wolfson College.
2. Previous experience in a similar role
3. Experience in a Peer Support (or similar) programme
4. Experience or understanding of the workings of the College and University

TERMS AND CONDITIONS:

Appointment:	A number of posts are available from Michaelmas Term 2024 (or earlier). The contract will be for a fixed-term period of 12 months in the first instance. A further extension may be possible. The contract has a standard 3 months' probation period.
Hours:	Working hours are on average 6 hours per week. These hours will cover the organization of welfare events, participation in committee meetings, participation in training courses and responding to welfare emergencies. Student Welfare Officers will be required to keep a timesheet and report to the Student Support & Engagement Officer if they are likely to exceed these hours.
Training:	Student Welfare Officers are expected to attend relevant training as identified with the Student Support & Engagement Officer which is normally during working hours. They will also attend exam invigilation training to be able to invigilate in-college exams.
Annual Leave Entitlement:	39 days including Bank Holidays, pro-rata for part-time work. Holidays must be agreed with the Student Support & Engagement Officer. Student Welfare Officers will need to ensure cover remains available from others in the team.
Stipend and benefits:	£3,569 per annum, which will cover 6 hours per week. Any hours worked above that limit will be paid at a rate of £11.44 per hour on the basis of a timesheet approved by the Academic Registrar. Post holders will be given priority in the College accommodation allocation process (accommodation will be charged at normal student rates), and will be eligible for free meals in the College Dining Hall within a specified weekly meal allowance.
Notice period:	1 week during probation, 4 weeks thereafter
Other conditions	The post is subject to obtaining satisfactory references, satisfactory completion of the health questionnaire, submitting satisfactory evidence of your right to work in the UK and signing a contract of employment. You must be entitled to work in the UK for at least 8 hours per week to qualify for this role.

Equality of opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Data Protection

All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act and the College Privacy Statement (available on the website at <https://www.wolfson.ox.ac.uk/policies/privacy>)

APPLICATION:

Applications should include an application form completed in full and a covering letter addressed to the Academic Registrar and should be sent to academic.registrar@wolfson.ox.ac.uk.

The closing date is noon on Friday 22 July 2024. Interviews will be held w/c 12 August 2024.