

# Professional Service Unit Wellbeing Champion – Role Description

<b>Role title</b>	Wellbeing Champion
<b>Current Role Holder</b>	TBC
<b>Reporting to</b>	Unit Director (line management & support), Director of OSDS (role development, support & guidance)
<b>Stakeholders</b>	Unit staff & management; Assistant Vice-Principal (Diversity); University Mental Health Taskforce; Human Resources; Occupational Health; OSDS.

## **Overview and purpose of the Role:**

The University Mental Health strategy, approved by University Court, commits to the development of a clear and consistent Wellbeing role in both Academic Schools and Professional Service Units (MHS section 18, iii and iv).

Within Professional Service Units, Wellbeing Champion roles will be filled on a voluntary basis with designated Wellbeing Champions taking on the responsibilities of the role in addition to their normal duties. Service Directors will ensure that the capacity to carry out the role is accommodated within work programmes. The estimated time commitments are set out later in this document and in the separate guidance notes document. In order to ensure a workable arrangement both for Wellbeing Champions and the services in which they work, it will be possible for the role to be shared between more than one person, or in the case of smaller units for one designated Wellbeing Champion to serve more than one Unit.

Professional Service Unit Wellbeing Champions will work to foster a proactive and supportive ethos for staff wellbeing within Units. The Wellbeing Champions will coordinate with Unit Directors to ensure that the Unit actively promotes and effectively signposts to wellbeing resources, initiatives, and services available to University staff, and will be the Unit's internal point of information and communications about University wellbeing programmes. To support this work, the role holder will participate in a network of Professional Service Unit Wellbeing Champions facilitated Organisational & Staff Development Services (OSDS) to support good practice. Wellbeing Officers are encouraged to initiate organic wellbeing initiatives within their Unit, in collaboration with Unit Directors, OSDS and the Wellbeing Champions network.

The Wellbeing Champions role is expressly NOT a practitioner role in wellbeing or mental health and will not provide any ongoing in-person or online support for any staff member. However, training and continuing professional development (hereafter CPD) opportunities

will be provided to equip role holders with relevant skills, knowledge of relevant University services and key contacts for staff, and a good literacy in wellbeing and mental health in the workplace.

The Wellbeing Champions will make a vital contribution to the University's whole-community approach to the wellbeing of its staff and students and support the embedding of wellbeing in their workplace.

This role may be of particular interest to existing (or former) members of the Wellbeing and Engagement Group and/or staff who have completed the passport to health and Wellbeing Excellence.

The role will provide opportunities for job-related professional development and the acquisition of new skills, knowledge, and experience. It also provides considerable scope for job enrichment and satisfaction in contributing the health and wellbeing of colleagues and the wider University community.

### **Overview of Key Responsibilities:**

The responsibilities of Wellbeing Champions will normally involve:

- Ensuring that wellbeing information and resources are regularly shared within the Unit. On behalf of the Unit Director, the Wellbeing Champions will oversee and coordinate communications related to wellbeing activities and information at Unit-level, and maintain awareness of wellbeing programmes, events, and initiatives for staff on behalf of the Unit.
- Developing organic Wellbeing initiatives or activities at Unit-level and linking in with the Wellbeing Champions network and/or the Wellbeing & Engagement group to share ideas and good practice. Where capacity is limited during pressure points, the Wellbeing Champions will at a minimum actively promote activities taking place through University Wellbeing programmes.
- Communications with staff to raise awareness of the Wellbeing Champions role through proactive publicity, contact information and effective in-person communication. This should include clarity on confidentiality limitations and the boundaries of the role. The University will support the role holder with guidance and an appropriate template confidentiality statement.
- Signposting to other relevant services/role holders, including Occupational Health, Organisational & Staff Development Services, NHS or emergency services, Student Services (where applicable), Chaplaincy, Samaritans etc. It is expected that the role holder will maintain a strong working knowledge of services relevant to wellbeing at

the University, and this will be covered during the orientation training and subsequent CPD sessions.

- Where appropriate or agreed with the Unit Director, communicate with colleagues in Occupational Health/Human Resources for advice or clarification. University training, a Wellbeing Champions network and continuing professional development opportunities will support the role holder in recognising situations of concern, and in responding appropriately, maintaining good boundaries and in handling confidentiality.

The role will **not** involve responsibilities such as:

- Providing counselling, or having lengthy, in depth or ongoing conversations about personal wellbeing with any staff member. Staff seeking professional support for their wellbeing and mental health should be signposted to Occupational Health, or Human Resources. Staff members who prefer an alternative source of support to OH/HR can also be directed to the Chaplaincy, which is available to all regardless of faith or philosophy of life. Staff having interpersonal issues with colleagues can be referred to the Mediation Service: email [mediation@st-andrews.ac.uk](mailto:mediation@st-andrews.ac.uk).
- Acting as the sole source of support, or as an alternative to other sources of personal support, for any staff member. Where a staff member has disclosed a significant issue and reported they are unable to, or will not, access support, the role holder will communicate on a need-to-know basis with Occupational Health/ Human Resources or Unit directors. University training, a Wellbeing Officer network and continuing professional development opportunities will support the role holder in recognising the 'significant issues' noted above.
- Taking on any staff wellbeing matters appropriate to line management or supervision. It should be clear that ultimate responsibility for staff wellbeing at Unit-level remains with the Unit Director, with the Wellbeing Champion working to increase staff awareness of wellbeing and promote individual and collective good practice.
- Promises of confidentiality to individual staff members – where disclosures of concern are made, information can and must be shared on a need to know basis within the institution to ensure the wellbeing and safety of every person, including that of the role holder. Statements describing the University confidentiality policy should be clear in Unit communications, web resources and in interactions with staff. The University will support the role holder with guidance and an appropriate template statement.

### **University Provisions for the Wellbeing Champions**

The role holder can expect:

- Support and advice from colleagues in OSDS, the MH Taskforce and Equality and Diversity.

- Support and advice from Occupational Health or Human Resources is also available for Wellbeing Champions – these consultations will normally include Unit Directors with whom Unit responsibilities for staff wellbeing reside.
- A planned orientation into the role, providing an opportunity to explore expectations about how the role will be carried out, what the duties may mean in practice, where the boundaries lie between the Wellbeing Champions and Unit Directors/line managers, how to deal with issues of confidentiality, as well as information about each of the relevant University support services.
- A programme of initial training appropriate to the role of Wellbeing Officer
- Support in continuing professional development relevant to the role, which may be identified in the Wellbeing Champions network, with line management or through Organisational and Staff Development Services (OSDS).
- Access to University support in the event that an emotionally challenging conversation or circumstance arises; this may be via Occupational Health, a consultation service provided by Clinical Supervisors (Student Services), the Head of Wellbeing and Mediation or via the Chaplaincy if preferred.
- Participation in the Professional Service Unit Wellbeing Champions network, which will provide peer support and opportunities to share experience, good practice, and wellbeing resources at the University, and to celebrate success.

### Person Specification

Essential criteria	Desirable criteria
<p>An interest in wellbeing and mental health within HE, and knowledge/ability to embed wellbeing within the Unit.</p> <p>Commitment to fulfil the role for a minimum term of one year (subject to unanticipated circumstances)</p> <p>Commitment to fostering a Wellbeing ethos for staff, in collaboration with Unit Directors and University colleagues – both proactively and responsively</p> <p>Awareness of wellbeing challenges staff within HE can face.</p>	<p>Experience in leading some wellbeing activities and initiatives.</p> <p>Previous relevant training (such as MH First Aid or University MH Toolkit).</p> <p>Experience of signposting supportively and appropriately and promoting communicating information/resources/activities within their Unit.</p>

<p>Commitment to maintaining good knowledge of wellbeing activity and initiatives available via the Wellbeing Champions network, OSDS, and the University more broadly.</p> <p>Commitment to coordinating to ensure Unit-wide wellbeing publicity, communications, and signposting.</p>	<p>Experience of liaising with University colleagues to secure positive outcomes which can be applied to the Wellbeing Champion role.</p> <p>Familiarity with the University services, contact points, key policies and guidance specified in this document</p>
<p>Interest in relevant continuing professional development via self-directed learning and OSDS. This should include forthcoming University interpersonal effectiveness and other relevant training.</p>	
<p>Proficiency in key systems, including Microsoft Outlook and Teams</p>	<p>Knowledge of University services contributing to wellbeing and mental health.</p>

## Key Policies, Strategies, Advice & Guidance

Document Name	Document Type	Location
University of St Andrews Mental Health Strategy	University Policy	<a href="https://www.st-andrews.ac.uk/policy/academic-policies-quality-and-standards/mental-health-strategy.pdf">https://www.st-andrews.ac.uk/policy/academic-policies-quality-and-standards/mental-health-strategy.pdf</a>
Advice & Support (Student Services); incl. 'In Crisis Now?' contacts, Wellbeing, Counselling & Mental Health services, A-Z Wellbeing.	University Advice & Guidance	<a href="https://www.st-andrews.ac.uk/students/advice/">https://www.st-andrews.ac.uk/students/advice/</a>
Guidance for responding to students with non-emergency mental health conditions (for use by students & staff)	University Advice & Guidance	<a href="https://www.st-andrews.ac.uk/media/student-services/Guidance%20for%20responding%20to%20students%20with%20non-emergency%20mental%20health%20conditions%200817.pdf">https://www.st-andrews.ac.uk/media/student-services/Guidance%20for%20responding%20to%20students%20with%20non-emergency%20mental%20health%20conditions%200817.pdf</a>
Guidance for responding to students in a mental health emergency (for use by students & staff)	University Advice & Guidance	<a href="https://www.st-andrews.ac.uk/media/student-services/Guidance%20for%20responding%20to%20students%20with%20mental%20health%20emergencies%200817.pdf">https://www.st-andrews.ac.uk/media/student-services/Guidance%20for%20responding%20to%20students%20with%20mental%20health%20emergencies%200817.pdf</a>
Crisis contact points for University Staff	University Advice & Guidance	<a href="https://www.st-andrews.ac.uk/coronavirus/wellbeing/staff/crisis/">https://www.st-andrews.ac.uk/coronavirus/wellbeing/staff/crisis/</a>
Occupational Health Service (Staff)	University Advice & Guidance	<a href="https://www.st-andrews.ac.uk/ehss/occupationalhealth/">https://www.st-andrews.ac.uk/ehss/occupationalhealth/</a>
Staff Wellbeing & OSDS	University Advice & Guidance	<a href="https://www.st-andrews.ac.uk/staff/wellbeing/">https://www.st-andrews.ac.uk/staff/wellbeing/</a>
Dignity and Respect at Work Policy	University Policy	<a href="https://www.st-andrews.ac.uk/policy/staff-employee-relations-dignity-and-respect/dignity-and-respect-at-work-policy.pdf">https://www.st-andrews.ac.uk/policy/staff-employee-relations-dignity-and-respect/dignity-and-respect-at-work-policy.pdf</a>

## Unit Liaison Points, Key University Contacts & Committee Membership

Unit Contact	Email address	Description of Support/Interactions
Unit Director	@st-andrews.ac.uk	Line Management support; discussion of staff wellbeing issues.
Equality, Diversity & Inclusion Officer/Lead	@st-andrews.ac.uk	Feedback & discussion of wellbeing & EDI issues.

Central Contacts	Contact address	Description of Support/Interactions
Occupational Health Service (Staff)	occhealth@st-andrews.ac.uk	Information or advice for the role holder on staff wellbeing, supporting signposting and referrals.
Human Resources	<a href="https://www.st-andrews.ac.uk/hr/">https://www.st-andrews.ac.uk/hr/</a>	HR support and guidance
Organisational and Staff Development Services (OSDS)	osds@st-andrews.ac.uk	Staff wellbeing, development, and policy resources.
University Mental Health Taskforce Liaison – Head of Wellbeing & Mediation, Ruth Unsworth	mediation@st-andrews.ac.uk	Guidance or feedback on the role & training; contact point for Wellbeing Officer network.

Committee	Committee Chair	Committee Duties
Wellbeing Officer Network	TBC	To provide input on wellbeing-related issues arising within Unit; to share, discuss and disseminate good practice; to discuss, plan and share news of wellbeing activities and resources.

### Systems Access & Proficiency

System	Named or generic access	Description of data access
Microsoft Outlook	Personal/role email address (where applicable)	n/a
Microsoft Teams	Personal/role email address (where applicable)	Platform for Wellbeing Officer network and University Wellbeing & Engagement group.

*Last updated 16/06/2021*