**A close-up of a logo

AI-generated content may be incorrect.**

**Student Support Worker - Job Description**

**Job Title:** Student Support Worker

**Reports to:** Matron/ Designated Safeguarding Lead

**Location:** Abbey College Cambridge

**Contract Type:** Sessional, Term time only, September 2025 - June 2026

**Salary**: £12.50 per hour

**Hours:** 15 hours per week, Monday to Thursday from 5pm – 8pm (term-time only)

**Holiday Entitlement:** Full time workers are entitled to receive 25 days paid leave per annum. However, due to the variable nature of the work, we will process your entitlement to holiday pay at three points throughout the year and make a payment to you based on 12.07% of the hours worked in the preceding months.

**Overview**

This is an exciting opportunity for a psychology student to build their professional experience. The role is to support students with low level mental health concerns. Of vital importance is gaining trust by always maintaining strict confidentiality and therefore this role is designed to be completely independent of teaching staff and boarding staff. Safeguarding concerns must, of course, be reported immediately.

The main duties include liaising with Matron about new referrals and pre-scheduling appointments with students and managing student self-referrals. Student appointments can range from 30 minutes to an hour dependent on student needs and demands. The sessions are flexible and work on the main principle that the student support worker will work closely with the student to mutually agree goals and strategies.

Active listening is a key attribute to assist in the identification and management of the problem. No question or discussion is too small. The sessions should be student led with the student support worker providing a non-judgmental confidential and secure environment for the student. Common concerns include problems regarding sleeping, concentration, exams and school pressures, revision, study skills, organisation and time management, perfectionism, relationship and friendship issues, confidence, family life, loneliness, low level depression and anxiety, puberty, sexuality, bullying and behaviour.

**Main duties and Key Responsibilities:**

* To provide independent support for individual international students experiencing a wide range of low-level mental health concerns
* To liaise regularly with our College Matron and be responsible for referring students onward when necessary
* To observe confidentiality and to support the school’s endeavour to provide excellent pastoral care for all students
* To report any safeguarding concerns
* Possible issues to support: Revision, Workload, Loneliness, Confidence, Homesickness, Friendship/Relationship issues, Sleeping, Expectations and pressure from home, Depression, Anxiety, amongst other usual teenage angst problems.

The above lists are not exhaustive, and you are required to undertake such duties as may reasonably be requested within the scope of the post. All employees are required to act professionally, co-operatively, and flexibly in line with the requirements of the post and Abbey College Cambridge.

**Safeguarding**

We are committed to safeguarding and promoting the welfare of children and young people and as an employee of ADCL you will be expected to share this commitment. The protection of our students’ welfare is the responsibility of all staff and individuals are expected to conduct themselves in a way that reflects the principles of our organisation.

**Equal Opportunities**

We are committed to equality of opportunity for all staff, individuals are supported regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. You will provide a service which ensures equality of opportunity, promoting and demonstrating the principles of equal opportunity, including encouraging diversity and tackling discrimination and sensitivity to the environment.

**Abbey DLD Colleges Limited**

The Abbey DLD Group of Colleges (ADCL) consists of three independent colleges located in Cambridge, London and Manchester and offer a wide range of academic study programmes.

Each of our colleges has their own unique personality, but they are united by a set of common goals. At ADCL we strive to achieve the highest academic standards whilst providing a welcoming, safe, high-quality teaching and boarding experience for students from around the world.

Our aim is to help our students achieve the academic success needed to progress to the UK and the world’s top universities, whilst also developing the personal skills and qualities to succeed.

**Corporate responsibilities**

You must always carry out your responsibilities with due regard to Abbey College Cambridge and Abbey DLD Colleges Limited.

* Child Protection Policy
* Equality and Diversity policy
* Health and Safety policy
* Data Protection and Security policy
* Staff Handbook
* Bullying and Harassment

Job descriptions should be reviewed on a regular basis and at the annual appraisal. Any changes should be made and agreed between you and your manager.

**Checks and Training**

All staff require, or will receive, the following training and security checks:

* Enhanced DBS Checks to prove their suitability to work with children in and out of the home environment
* At least two written & verbal references from previous employers asking about suitability for the role
* Full employment history with any significant gaps explained and proof of qualifications.
* Level 2 Child Protection

Training Courses:

* The Prevent Duty
* Equality and Diversity
* Bullying and Harassment
* Ongoing training

**Person Specification**

**Qualifications and Experience**

*Essential:*

* Final year or completed BSc in Psychology or relevant degree
* Competent IT use, including Microsoft excel, outlook, word and teams
* Experience of providing support on a one to one basis

*Desirable:*

* Experience of working with young people
* Experience of working with low level mental health concerns
* Active listening training or experience

**Knowledge**

*Essential:*

* An awareness of range of needs of people from diverse ethnic, cultural and social backgrounds
* Working knowledge of record keeping and data protection issues.
* Working understanding of confidentiality

*Desirable:* Knowledge of child safeguarding legislation

**Communication and Interpersonal Skills**

*Essential:*

* Active listening skills
* Excellent verbal and written communication skills including the ability to communicate sensitive information to students, colleagues, and medical professionals

**Personal skills and qualities:**

*Essential:*

* High levels of organisation with the ability to work independently and manage your time effectively.
* Ability to understand and ensure clear professional and emotional boundaries
* Diligent at working in line with policy and procedure to ensure the safety and wellbeing of students
* Awareness of own capabilities to refer on when necessary

**Job Description Agreement**

Job Holder’s Name:

Signature: Date:

Manager’s Name:

Signature: Date: