



CITY AND ISLINGTON
COLLEGE

JOB REF NO: 5230

CITY AND ISLINGTON COLLEGE

JOB DESCRIPTION

A. TITLE OF POST: Student Adviser/Counsellor 21.5 hours per week

RESPONSIBLE TO: Student Services Manager

GRADE: Business Support

B. PURPOSE OF THE JOB:

To provide information, advice, advocacy and counseling to students attending the Health and Social Care Centre to enable them to participate fully in education

C. MAIN DUTIES AND RESPONSIBILITIES

1. Provide specialist advice and guidance to students on a range of issues such as finance, housing, welfare benefits, fees status and immigration
2. Maintain strong links with external agencies and specialist organisations and refer students when appropriate
3. Assist students to apply for financial help from a range of sources including HE student finance, Bursaries, Learner Support Funds, charitable funding and welfare benefits
4. Advise and offer practical support to students who are seeking to leave home and live independently. Also assist homeless students by advising on hostels, emergency housing and voluntary bodies providing specialist housing advice
5. Assist in the provision and development of a professional counseling service to meet the demands of students and support members of the staff in their academic/tutoring roles, individually and in groups
6. Use counseling skills to identify and assess problems of an emotional nature and where appropriate refer to or work with external agencies
7. Be aware of additional support networks within the college and refer students when necessary to other specialist staff such as careers advisers, mentors, youth workers and learning support staff

8. Work with tutors and teaching staff in developing and delivering the tutorial curriculum and improving retention, by working with staff teams and contributing to staff development programmes
9. Liaise and negotiate on behalf of the college with external agencies in matters concerning the welfare of students, and assist with applications for external funding
10. Liaise with student union representatives and youth workers on issues related to student support
11. Participate in the development and operation of policies and procedures for supporting students, and take on particular responsibilities to assist with the achievement of service targets
12. Keep up to date with developments affecting students, through written materials, training and links with external agencies in particular
13. Work as a member of the student services team, participating in meetings, training events and providing cover as appropriate
14. Publicise the service to students and staff
15. Participate in networks related to student guidance and support, and assist with the maintenance of a database of contact organisations
16. Keep records of service activities, statistics and reports. Assist in the development of tracking systems to monitor student progress and achievement, and participate in monitoring and reviewing the service
17. Participate in line management supervision to support the work

D. EXPECTATIONS OF THE POST HOLDER

- The post holder will be available to work occasionally one evening per week where required
- Ensure that the college policy for equality of opportunity is adhered to and promoted in all aspects of the post holder's work.
- Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post, in keeping with the college's quality assurance procedures and systems.
- Ensure that the post holder carries out their responsibility relating to safeguarding and protects and promotes the welfare of children and vulnerable adults
- To comply with and promote College Health and Safety policies and procedures and to undertake recommended Health and Safety training as and when necessary.
- Be committed to professional self-development, through participation in in-service training as necessary for the successful carrying out of the job.
- Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the college.

N.B. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

E. PERSON SPECIFICATION

Qualifications and Experience

1. The post holder must have the following qualifications:
 - A qualification in higher education at degree or HND level in the UK or elsewhere, or a recognised professional qualification, teaching, social work or youth work
 - A professional qualification in counseling
 - A professional qualification or specific training in advice work
2. Significant experience of providing welfare advice and counseling to a linguistically and culturally diverse client group with a high level of social need
3. Experience of working with asylum seekers and refugees in a support role would be desirable

Knowledge and Understanding

1. Knowledge of fees status and student finance (in both Further and Higher Education) and welfare benefits
2. An understanding of the specific issues which may affect young people and learners aged 19+
3. An understanding of how the work of the Student Adviser can contribute to the college's widening participation and inclusive learning strategies

Skills and Abilities

1. Skills in providing welfare advice to clients individually and through group-work
2. Skills in providing 1-2-1 counseling to both young people and adults aged 19+
3. The ability to respond sensitively to young people who may be expressing both practical and emotional needs
4. The ability to work effectively with teaching and administrative teams to achieve service aims
5. The ability to organise your own work and to use information technology to produce documents and record student service activities
6. A high level of communication skills, including the ability to write reports for managers on work activities
7. The ability to work both independently and as a member of a team

When completing your application form and writing your supporting statement please make sure that you cover all the points in the Person Specification using each criterion as a separate heading.

Please return by post to: HR, 383 Holloway Rd, London. N7 0RN or email to: jobs@candi.ac.uk