

Role title	Residences Welfare Escalation Lead
Department/Division	Kings Residences
Faculty/Directorate	Estates and Facilities
Grade/salary	Voluntary Worker Position
Hours of Work	On-Call from 8pm – 8am, 2-3 days per week. 1 week off every 3 weeks.
Period of appointment	1 st August 2024 – 31 st July 2025
Responsible to	Welfare Team Leader
Campus	Residences

Welfare Escalation Lead Role Description

Role Purpose

To provide inspiring and supportive leadership to Residence Welfare Leads (RWLs) in the performance of their role. This includes leading by example, coaching and using own experience to support them in emergency situations during the role.

To act as an escalation point for welfare and conduct issues as they are identified by their RWL colleagues or themselves, supporting with debriefing, decision making and further escalation. This may also include taking an active role in the event of major, critical incidents.

To work closely with the Wellbeing staff team on wider initiatives such as team training and team recruitment.

The Directorate of Estates & Facilities is committed to embedding and championing Equality, Diversity & Inclusion across all its activities, ensuring that the university fosters the greatest possible sense of belonging among its diverse community.

We encourage and welcome applications from across the global community and particularly welcome applications from candidate who are from a Black, Asian and minority ethnic background as they are under-represented at this level.

Eligibility

- Right to work in UK
- Hold a full time or part time staff position with King’s College London or be enrolled on a full time 2nd undergraduate degree or fulltime postgraduate degree.
- Experience of providing overnight on-call welfare support.

Role Profile

Residence Welfare Lead Management and Support

- Assist in the coordination and approval of any sickness/compassionate cover within and between teams to ensure the on-call hours are always covered at every site in line with the Welfare Lead On-Call Policy.
- Attend the Welfare Escalation Lead handover call on a Monday with the Residences Wellbeing team to share updates on students, incidents, teams and upcoming events.
- Guarantee business continuity by covering Residence Welfare Leads on-call duties during periods of absence and scheduling conflicts where all other cover options have all been exhausted.

Welfare Delivery

- Expert in the Welfare Policy, Safeguarding Policy and the College's Student of Concern Procedure, coaching Residence Welfare Leads in their application and ensuring reporting procedure is followed. Support Residence Welfare Leads with difficult conversations at student meetings when required.
- Advocate referral to appropriate internal King's departments and be knowledgeable on their purpose, procedures and contact information.
- Encourage Residence Welfare Leads to identify students who are suitable for KCLSU wellbeing and mental health initiatives (see Welfare & Wellbeing Programme).
- Escalate critical cases to the Residences Welfare Volunteer Manager.
- Meet with Residences Welfare Team Leader monthly for a 1-2-1 to review effectiveness at the intervention and monitoring stages, expectations on the quality and frequency of student interaction, and ensure case management plans are followed and deadlines met.

Student Conduct

- Expert in the Disciplinary Policy, coaching Residence Welfare Leads in its application. Coach Residence Welfare Leads through difficult conversations with students.
- Step in and support Residence Welfare Leads during student meetings when required.
- Ensure consistency in how students are handled across the residences during the disciplinary process.

On-Call Duties

- Welfare Escalation Leads work on a rota basis, covering the hours 8pm-8am every night of the week. The rota is agreed between the Welfare Escalation team, and the on-call duties cover the duration of the Welfare Lead role agreement as per the On-Call Policy (including weekends, Christmas, Easter and Summer breaks). **Note: There are duties that will still need to be completed during off-call weeks such as monthly reflection meetings and weekly handover calls.**
- Welfare Escalation Leads will be responsible for any calls from students during the hours of 6am – 8am. They will be expected to respond with appropriate action in cases of emergencies only, and hand over any non-urgent cases to Welfare.
- Assess the risk of remote support versus the benefit of on-site support and take action accordingly for Residence Welfare Leads in the event of a critical incident during vulnerable hours (8pm – 8am).
- Escalate critical incidents in accordance with the department's escalation matrix, liaising with the emergency services and On-Call Manager when required until management arrives on site.

Health & Safety

- Assist residence staff with the fire drills, even when not on-call. Raise any health and safety issues to the specified member of college staff, regarding student welfare and the breaching of any welfare policies.

Management Support

- Be flexible to be available outside of on-call hours for monthly reflections, weekly handover calls, ad-hoc calls in relation to RWLs/students and meetings for wider pieces of work (such as recruitment) with the Residences Welfare Volunteer Manager.
- Support the Residences Welfare Volunteer Manager with annual recruitment drive for RWLs. This includes attending meetings to discuss, feedback and update the recruitment process, as well as being involved with any of the recruitment assessment stages (e.g. video screening or interviews).
- Attend ad-hoc meetings to discuss current welfare and discipline cases or to discuss team concerns.
- Act as the main point of contact with the On-Call Manager, escalating and liaising as necessary during serious incidences during on-call hours.
- Build relationships with Residence Managers in your designated cluster to ensure good communication and feedback mechanisms are in place to support the team and act on any issue areas promptly.

Building Culture of Trust and Respect

- Uphold the King's Residences Student Charter, creating a culture based on freedom of expression, tolerance and shared experience.
- Be a committed motivator - driving positive morale, team commitment and enthusiasm for welfare activities.
- Maintaining confidentiality at all times, never discussing cases with other students, other Welfare Escalation Leads or Welfare Leads and only discussing cases with staff and team members that have been assigned to manage it.

Being Visible

- Attend all RWL team meetings to ensure a visible, leadership presence.
- Take every opportunity to engage with students and raise the Welfare Lead profile in the halls of residence community, using ResiLife and King's events as an opportunity to do so.
- Support with move-in weekends in September.

Training

- Support with any mid-year training of RWLs recruited mid-year to backfill vacancies.
- It is compulsory for all appointed team members to attend the annual induction training at the start of appointment in the first two weeks of August. You will also be expected to attend all other mandatory refresher courses throughout the year (planned predominantly into the regular team meeting).

Personal Profile

	Essential	Desirable	<u>How identified and assessed*</u>
*For 'How identified and assessed' use: AP - application, AS - assessment, I - interview, P – presentation R - references			
<u>Education / qualification and training</u>			
Employed staff member at King's or either: 1. an active post-graduate student (Masters, PhD) 2. be undertaking your second undergraduate degree	X		AP
Degree or equivalent work experience in areas related to student life, social and/or health aspects		X	AP
Willingness to undertake Mental Health First Aid, First-Aid and other training deemed as suitable/required for this position	X		AP
Have been a Welfare Lead previously for a minimum of 12 months		X	AP
<u>Knowledge / skills</u>			
Knowledge of the Higher Education landscape and the role that student engagement plays in achieving more positive student experience	X		AP
Strong organisation and time management skills	X		AP, I
Ability to understand/champion equality and diversity within the team and demonstrate an inclusive approach at all times.	X		AP, I
Ability to review individual performance and give appropriate feedback	X		AP
Ability to understand the needs of students and team members from different backgrounds and an ability to	X		AP, I

champion understanding and a sense of shared community within the halls			
Able to demonstrate sympathetic approach to team problems	X		I, AS
Knowledge of the support services available to students and staff provided by the College	X		AP
Excellent communication, interpersonal and team building skills	X		I, AS
Ability to remain calm when dealing with crisis and challenging circumstances	X		I, AS
Ability to prioritise workload and manage time effectively when under pressure. Able to balance the normal working day and your responsibilities in residences.	X		AS
Ability to build strong working relationships with a cross-functional team	X		I, AS

Experience

Previous involvement in non-academic aspects of activities aimed at enriching student life	X		AP, I
Have experience with working/volunteering in a demanding and volatile environment		X	AP
Previous experience in crisis management and on call duties and escalation	X		AP

Personal characteristics/other requirements

Interested in members within their team, empathetic with the kinds of stresses that they may face within their roles and non-judgmental about social and cultural background, life styles and choices	X		AP, I
Able to sensitively manage conflict that can sometimes inevitably occur	X		AS
Demonstrate ability to overcome personal and/or professional adversities	X		AP, I
Approachable, non-judgemental and able to respect confidences	X		I, AS, R
Be a reflective and creative problem solver	X		AP
A committed, visible and inspiring leader	X		AP
Have a keen interest in developing self and others	X		AP, I, AS
Able to build appropriate relationships with other staff, and seek advice and support as appropriate from managers and fellow team members	X		I, AS, R
Able to uphold the requirements of the University in terms of student conduct in Residences even when living as a student and amongst students	X		AP, I, AS

Role specific requirements

Commitment to attend all training and meetings required to fulfil the role	X		AP
Commitment to being residential in Halls for the full period of appointment (51 weeks) even when course commitments have finished	X		AP

Eligibility to work in the United Kingdom

This post does not qualify for a Certificate of Sponsorship under Home Office regulations therefore the university will not be able to offer sponsorship for this role.

Reference Requirements

There are two references that are required for the application of the Welfare Escalation Lead position. The first is a reference from your employer at King's College London or from your Personal Tutor/Supervisor if you are still studying. The second is a personal reference from someone that knows you well.

Candidates should make referees aware of the demands of the position of Welfare Escalation Lead and the duties carried out by them.

Disclosure and Barring Service Clearance (DBS formerly CRB)

This position is exempt from the Rehabilitation of Offenders Act (1974). As such, applicants will be required to declare full details of any criminal background, regardless of whether the conviction is spent, and the university will be required to apply for an enhanced disclosure (a criminal records check) from the Disclosure & Barring Service. Further information about the Disclosure scheme can be found at: **www.gov.uk/db**

Occupational Health Clearance

This appointment is subject to Occupational Health clearance. The successful applicants will be sent an Occupational Health Questionnaire along with their role agreement. When the questionnaire has been evaluated by a nominated provider and declared that you are fit for appointment, your appointment start date will be formally confirmed.

Sensory/physical demands & work environment:

Physical Demands (The nature of physical effort leading to physical fatigue)

There are considerable physical demands associated with this position. The incumbent regularly makes visits to students' home environment and must often respond to emergency situations. The incumbent must also be able to physically protect themselves in physically confrontational situation, should they arise. The incumbent faces a significant amount of emotional stress which can cause related physical stress on muscles as well as other physical symptoms such as headaches and fatigue. The incumbent is also on-call regularly and must often respond to situations during night hours which can disrupt normal sleep patterns and cause fatigue.

Environmental Conditions (The nature of adverse environmental conditions affecting the incumbent)

The incumbent must spend a considerable amount of time in an uncontrolled environment, many times in response to emergency situations that are unpredictable, emotional and threatening.

Sensory Demands (The nature of adverse sensory conditions affecting the incumbent)

The incumbent may be exposed to sights and sounds associated with residents who are ill and/or injured. The incumbent must be very adept at listening to others.

Mental Demands (Conditions that may lead to mental or emotional fatigue)

There are considerable mental and emotional demands on individuals undertaking this role. The volume of responsibility as well as the unpredictability of the responsibilities may cause mental stress whilst the mental demands associated with assessments and sometimes life altering decisions that must be made. The types of situations that may be encountered can cause emotional stress. The incumbent may be placed in life-threatening situations for others such as instances of attempted suicide.