

Role title	Roaming Welfare Support Lead
Department/Division	Kings Residences
Faculty/Directorate	Estates and Facilities
Grade/salary	Voluntary Worker Position
Hours of Work	8pm – 6am, 1 night per week (plus emergency cover when needed to a maximum of 3 nights per week). 8pm – 8am when covering Welfare Escalation Lead. 1 week off every 3 weeks.
Period of appointment	1st August 2024 - 31 st July 2025
Responsible to	Welfare Team Leader
Campus	Residences

[Roaming Welfare Support Lead Role Description](#)

[Role Purpose](#)

The Roaming Welfare Support Lead role is a unique role that primarily provides emergency cover for both Residences Welfare Leads (RWLs) and Welfare Escalation Leads (WELs).

When cover is needed for an RWL, the Roamer will provide an essential wellbeing support service to the resident students through active listening support, signposting and escalation. The role provides both a reactive support service to staff and students in crisis situations that can arise in a residential environment as well as providing a safe, supportive space for students to share in times of difficulty.

When cover is needed for a WEL, the Roamer will 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.

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 Criteria:](#)

- Right to work in UK.
- Be enrolled on a full-time 2nd undergraduate degree or fulltime postgraduate degree.
- Have experience providing welfare or wellbeing support to students, young people or children.
- Experience of providing overnight on-call welfare support.

[Role Responsibilities](#)

RWL Rota Responsibilities

- On Call from 8pm – 6am once per week, on a rotational basis with all sites to ensure familiarity with all clusters.
- Provide emergency cover for RWLs from 8am – 6am, up to a maximum of 3 nights per week.

- During the 8pm – 6am shift, the Roamer is expected to be no more than 10 minutes away from their residence.
- Roamer is expected to divert the duty phone to the Welfare Escalation Lead at the end of their shift (6am) each day, to ensure the phone is covered for 6am-8am.

Roamer - RWL On-Call Responsibilities

- All calls and texts to the on-call Welfare phone must be responded to within 30 minutes during the on-call hours. The shift is considered a “sleeping shift”, so the Roamer must be able to be awakened if a student contacts the RWL on-call phone.
- The shared RWL email inbox must be checked at the beginning of every on-call shift, be monitored throughout the shift and on-call period and replies sent in a timely manner.
- The Roamer should visit reception each shift to greet staff, let them know who is on-call and pick up any issues from the day.
- The Roamer is expected to respond to any Welfare-related incidents during the on-call hours and is often the first responder to incidents, alongside the relevant staff members as needed (Management, Reception, Security etc). This could include (but is not limited to):
 - Students facing a physical or mental health related crisis
 - Students in distress
 - Students needing advice or support
 - Students needing support to report a crime
 - Students in difficulty
- Offer support to the day and night staff when incidents relating to students occur during the on-call hours, including disruptive behaviour and those related to alcohol or substance misuse.
- Complete timely incident reports, escalating findings to the residence management team and central welfare support.
- Provide essential escalation to the Emergency Services where appropriate and/or the On-Call Manager and Welfare Management team.
- Conduct welfare checks on students as required.
- Ensure the Case Management Database is kept meticulously up-to-date with details from your work when on-call, to ensure a smooth handover to your co-lead.
- Provide a safe, confidential space for students to speak about issues related to their wellbeing.
- Refer students to the appropriate services and continue to monitor their wellbeing when appropriate or requested.
- Adhere to the Student of Concern procedures.
- Escalate to and debrief with the Welfare Escalation Lead on-call as needed.
- When on duty, RWLs and the Roamer are expected to wear their King’s RWL tee shirt/sweatshirt/hoody to all events, welfare checks, drop ins and walk-arounds.

Roamer Training Responsibilities

- It is compulsory for all appointed members of the team 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).
- Attend a monthly reflection with your team and Team Leader to review cases, workload and team effectiveness.
- Attend a monthly Welfare Lead meetings
- Attend planned 1-2-1s with your Team Leader.
- Proactively engage in Continued Personal Development through recommended reading throughout the year.

Welfare Escalation Lead Cover - Residence Welfare Lead Management and Support

- Provide emergency cover for Welfare Escalation Leads from 8pm – 8am, up to a maximum of 3 nights per week (inclusive of any nights covering RWLs).

- 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.

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

- When covering a Welfare Escalation Lead, the Roamer 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.

Visibility, Proactive and Ad-Hoc Responsibilities

- 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.
- Be actively involved in the preparation for new students at arrivals in September and January.

- Assist residence staff with the fire drills, even when not on-call. Raise any health and safety issues to the specified member of staff.
- Encouraging students to provide feedback on the wellbeing support in Halls by signposting to the Welfare Lead feedback survey.
- Attend ad-hoc meetings to discuss current welfare and discipline cases with the Wellbeing Management team.
- Support with mediating student disputes, where appropriate and safe to do so, to ensure a culture of mutual respect is always maintained.
- Review RWL collateral around the building – leaflets, posters, contact cards. Ensure they are kept up to date and request orders as needed to keep stock replenished.

Personal Responsibilities

- Uphold the King’s Residences Student Charter, creating a culture based on freedom of expression, tolerance and shared experience.
- Maintaining confidentiality always, never discussing cases with other students and only discussing cases with staff or peers that have been assigned to manage it.
- Engaging regularly in self-care and escalating any personal concerns as necessary to the Team Leader and/or Residence Wellbeing Manager.
- Ensuring ‘role-model’ behaviour is adopted at all times. Being polite, warm, compassionate and friendly always is an expectation of Welfare Leads whether on-call or off-call.
- Developing and maintaining strong inter-personal relationships with your Welfare Lead team to ensure good team-work and a strong, supported work culture.

Role Profile

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>	<u>How identified and assessed*</u>
*For ‘How identified and assessed’ use: AP - application, AS - assessment, I - interview, R - references			
<u>Education / qualifications and training</u>			
An active post-graduate student (Masters, PhD) or be undertaking your second undergraduate degree	*		AP
Willingness to undertake Mental Health First Aid, ASIST, First-Aid and other training deemed as suitable/required for this position	*		AP, I
Degree or equivalent work/volunteer experience in areas related to student life, student support, welfare or social care or mental health.		*	AP
<u>Knowledge / skills</u>			
Have good time management skills to balance the role alongside academic/career commitments and personal life	*		AP, I
Clear understanding of the limitations of the role and be aware of maintaining appropriate boundaries	*		I, AS
Ability to offer peer support other students	*		AS, I
Able to demonstrate empathetic approach to student problems	*		AP, I, AS
Have attended an information session of ‘Becoming a Residences Welfare Lead’	*		AP, I
Ability to understand the needs of students from different backgrounds and an ability to champion understanding and a sense of shared community within the halls	*		AP, I, AS

Knowledge of the support services available to students provided by the College and in the local community		*	AP, I, AS
Knowledge of fire evacuation procedures and emergency first aid		*	AP, AS
Knowledge/understanding of GDPR and confidentiality policies		*	AP, AS
<u>Experience</u>			
Previous involvement in non-academic aspects of activities aimed at enriching student life	*		AP, I
Have experience with working/volunteering in a demanding and volatile environment		*	AP, I, AS
Substantial understating of academic life within a University setting	*		AP, I, AS
Previous experience in crisis management and on call duties and escalation		*	AP, AS, I
Experience working and living closely with a diverse range of backgrounds, learning and working styles	*		AP
<u>Personal characteristics/other requirements</u>			
Interested in supporting students	*		AP, I, AS
Empathetic with the kinds of stresses that students may face	*		AP, I, AS
Non-judgmental in attitude and outlook	*		AP, I, AS
Culturally competent and sensitive to the diverse needs of the King's student community	*		AP, I, AS
Able to sensitively manage conflict that can sometimes inevitably occur in areas where large numbers of people are living in proximity	*		AS
Personal resilience to overcome personal and/or professional adversities	*		AP, I
Emotional awareness of self and others	*		AP, I, AS
Ability to communicate with tact and sensitivity	*		AP, I, AS
Have a keen interest in youth wellbeing and crisis management	*		AP, I, AS
Able to build appropriate relationships with other staff, and seek advice and support as appropriate from managers and fellow RWLs	*		I, AS, R
Ability to both give and receive feedback in a respectful and mature manner	*		AP, I
Able to uphold the requirements of the University in terms of student conduct in Residences even when living as a student and amongst students	*		AP, I, AS
<u>Role specific requirements</u>			
Commitment to attend all training and meetings required to fulfil the role	*		AP, I
Commitment to being residential in Halls for the full period of appointment	*		AP, I

[Eligibility to work in the United Kingdom](#)

This role 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 Residences Welfare Lead position. The first is a reference from your current employer, personal tutor or supervisor at King's College London. This is to

confirm your staff or student status at King's College London. The second is a personal reference from someone that knows you well.

Disclosure and Barring Service Clearance (DBS formerly CRB)

This position is exempt from the Rehabilitation of Offenders Act (1974). As such, RWLs 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/dbs

Occupational Health Clearance

This appointment is subject to Occupational Health clearance. The successful RWLs 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 role. 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.