

Welfare Assistant Role Profile

The Union's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help Students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role is contributing towards achievement of this vision is described below:

Main Purpose of Role:

- 1) The Welfare Assistant role will involve supporting the welfare of students at our events and ensuring our events and venues remain a safe and inclusive space for our students.
- 2) This role will include supporting students in our wellbeing and recovery room as well as being proactive in ensuring the safety of students within our venues and at our events.
- 3) You will be required to provide practical support and pastoral care by signposting students to appropriate services and supporting their welfare needs as and when required.

Responsible to: Advice & Lettings Coordinator
Grade: Support Staff Level 2

Main Duties of the Role

Providing practical support to ensure the safety of our customers

- Provide high quality pastoral work
- To signpost students to a safe way home by advertising the safety bus
- Register and record issues and identify when to use reporting measures to escalate concerns.
- Supporting students in our Wellbeing and recovery room
- Appropriately handle disclosures with confidentiality and professionalism
- Identify and support individuals who may have ingested excessive alcohol or illegal drugs
- Signpost to other areas of specialist advice information and support

Ensure our venues and events provide a welcoming space for all and that you are a visible element of support within our venues

- Welcoming individuals to our establishments
- Create a welcoming atmosphere for the diverse student population at events
- Patrolling our venues to ensure the safety of all individuals

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- Ensure that customers receive the best possible experience when visiting the Students Union
- Distributing drink covers and other safety equipment
- Supporting to tidy up at the end of the evening
- Be aware of, support and ensure equal opportunities for all

Work closely with other members of staff to ensure the safety of all individuals and that the best outcomes come from a situation/scenario.

- Work closely with security and other members of staff to support with situations that may require a welfare assistant
- Respond and adapt to feedback, working with colleagues across SUSU to deliver an appropriate level of support.
- Work closely with other welfare assistants to ensure they are delivering expected outcomes.

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Relevant experience in providing care for others		X
An awareness of how to effectively signpost to services	X	
An understanding of basic Health & safety	X	
An understanding of how to appropriately handle disclosures with confidentiality and professionalism	X	
Confidence in registering and recording issues and identifying when to use reporting measures to escalate concerns		X
Knowledge of common issues students might be facing when attending university		X
An awareness of university support services, SUSU support services and external support services.	X	
Confidence in talking to different kinds of people, such as students, customers, and external partners	X	
Awareness and appreciation of exceptional customer service	X	
Possess a personable disposition with the ability to diffuse and difficult situations which may arise in the course of duty	X	
Ability to learn new skills	X	
Experience of attending venues within the night-time economy	X	
Understanding of working safely	X	
Experience of working as part of a team	X	
Willingness to contribute ideas to SUSU Safe	X	
Awareness of professional boundaries	X	

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.