Job Description

Job Title: Student Disability and Welfare Officer

Accountable to: Senior Tutor and Chaplain and Welfare Fellow

Liaison with: Students, Fellows, Junior Deans, Staff

Overview of the Role

Working with the Senior Tutor and the Chaplain and Welfare Fellow, the Student Disability and Welfare Officer provides high-quality professional advice and guidance to students and staff on disability and welfare matters. The Student Disability and Welfare Officer has primary responsibility for the administration of disability and welfare provision, and is a key member of the College Welfare Team.

The Student Disability and Welfare Officer is a member of the College’s Academic Office, reports directly to the Senior Tutor, and works closely with the Chaplain and Welfare Fellow, the Dean, academic staff, and Domestic Bursary staff. The Disability and Welfare Officer is the College’s primary point of contact with the University’s Disability Advisory Service and sits on relevant College and University Committees.

Main Duties and Responsibilities

- Supporting students on all welfare matters; providing information, advice and guidance, and signposting to appropriate services;

- Acts as College Disability Coordinator, and the main point of contact for the University’s Disability Advisory Service; providing advice and guidance to students who are managing a diverse range of disabilities;

- Member of the College Welfare Team, sitting on relevant committees and working groups in that capacity;

- Recording, tracking and monitoring caseload in line with GDPR and confidentiality policies, including convening the student welfare casework group and managing the group’s action list;
• Liaising, where appropriate with the broader welfare team, DAS, departmental contacts, Proctors’ Office, Student Fees and Funding, Education Policy Support, college doctors regarding individual cases; acting as advocate for individual students as appropriate;

• Advising college staff on student disability matters;

• Maintaining welfare and disability content on the college webpages and student welfare guides;

• Representing College on Disability Professionals’ Forum and Welfare Forum;

• Developing, revising and monitoring College policy and procedure relating to welfare e.g. Safeguarding, Confidentiality;

• Distributing Student Support Plans; coordinating exam adjustments and college sittings; advising students on mitigating circumstances process and submitting notices;

• Assessing, recommending and implementing reasonable adjustments for candidates with a disclosed disability attending interview;

• Meeting prospective students with disabilities and / or responding to email and telephone enquiries from prospective students or their parents, carers or schools regarding accessibility and disability support;

• Coordinating pre-start familiarisation visits for offer holders who have declared ASC and / or mental health conditions to support transition to university.

Other duties

• Contribute to the continuous improvement of the College’s disability and welfare support, take advantage of appropriate training opportunities to keep up to date with relevant skills and developments and make appropriate recommendations to enhance the service to students and academic staff;

• Other duties commensurate with the grade and responsibilities of the role, as the Senior Tutor may reasonably request.
Person Specification

Essential Qualifications, Skills and Experience

- A good first degree or extensive equivalent professional experience.

- Experience of supporting young people in personal difficulties. (We are open to applicants from a variety of different professional backgrounds and experience which include, but are not limited to, student support, nursing, social work, education, and other similar roles.

- An understanding of welfare, mental health and disability issues, and confidence in responding to them in a well-judged and proportionate manner.

- An understanding of issues of confidentiality and GDPR in relation to communications and record keeping.

- Excellent interpersonal skills, including active listening; to be both approachable on an individual basis and to have the ability to make presentations to groups of students.

- Good oral and written communication skills,

- Ability to work with high accuracy and meticulous attention to detail.

- Extensive administrative experience and ability.

- Excellent administrative and IT skills to develop and maintain effective and secure systems of record keeping, to ensure relevant information is promptly and appropriately shared with relevant colleagues, and to manage own workload effectively.

- Good teamwork skills.

- Ability to remain calm under pressure, to juggle multiple demands, to prioritise successfully, and to meet deadlines.

Desirable qualities

- Experience of disability support, preferably in Higher Education.

- Evidence of having undertaken professional development in welfare-related areas.

- An understanding of the collegiate University and the Oxford student experience.