

Job Description

Position /Job Title: Mental Health Advisor Manager

Ref: 834

Location/Building: Any Bournemouth University Location

Faculty/Professional Service: Student Services

Group/Section: Additional Learning Support

Normal hours per week: 0.5 FTE
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).

Grade: 7

Accountable to: Clinical Lead

Responsible for or supervises: Mental Health Advisors

Special conditions:

We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our [Safeguarding Policy](#).

If this role has contact with apprentices, the postholder must be familiar with our [Safeguarding Policy](#) and at all times comply with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training.

Job Purpose

The post holder will line manage a team of Mental Health Advisors, providing supervision and line management in accordance with professional body compliance requirements, alongside holding their own small caseload.

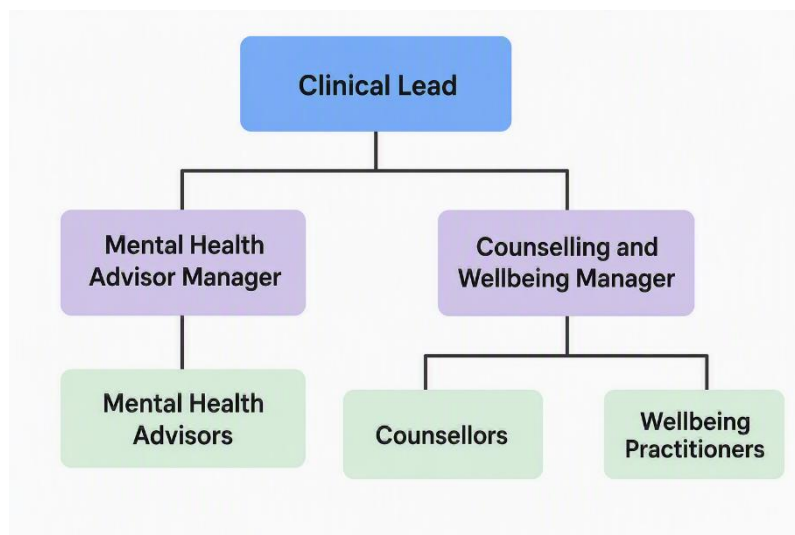
They will provide and lead on the specialist advice, guidance and support to staff supporting students in developing strategies to enable them to manage their mental health during their time at Bournemouth University and help them realise their full potential.

During periods of high demand, the post holder will support the Counselling and Wellbeing team by providing additional capacity to triage and assess referrals into the service, undertake urgent assessments and develop and implement plans to manage any immediate risks.

Main Responsibilities

1. Lead the Mental Health Advisor service for students who are in receipt of DSA funding to ensure identified support needs are met, implemented, and are positively impacting on the outcomes for the student.
2. Line manage the Mental Health Advisor team, providing professional supervision in accordance with compliance and governance standards.
3. Manage the Mental Health Advisor's income generation as part of the DSA allocated mentoring provision, including monthly accruals and compliance
4. Hold own caseload of more complex students
5. Lead on and have management oversight of the development of personalised strategies to support independent learning and self-management for students with Mental Health disabilities
6. Contribute to and develop appropriate assisted self-help techniques for students who may be experiencing mental distress as part of their transition to university
7. Make recommendations in consultation with the Disability Advisors to ensure recommendations regarding reasonable adjustments for students with complex mental health conditions are carried out
8. Screen and assess referrals to the Counselling and Wellbeing service, in conjunction with the Counselling and Wellbeing Manager, putting plans in place to manage any immediate risks
9. Engage with students who present in distress or crisis to assess and manage any immediate risks
10. Support with facilitating the Counselling and Wellbeing 'drop-in' for students wanting to access mental health support
11. Participate, as part of a multi-disciplinary team, in 'Student of Concern' and 'At Risk' meetings to escalate students with a diagnosed mental illness where their mental health is a cause for concern
12. Liaise with academic staff about support requirements and arrangements for students identified as at risk due to self-harming behaviour, ensuring individual risk assessments and personal coping plans are in place and quality assured
13. Maintain effective internal and external relationships and networks with all stakeholders for student referrals and signposting.
14. Contribute to the development of resources for staff and students in line with the BU student wellbeing and Universities suicide prevention strategy and the graduated response framework.
15. Maintain confidential case notes, including an electronic record of all contact with high-risk students.
16. Provide data informed impact evaluation of services provided, including developing the student voice for students with a mental illness in the provision of Mental Health and Wellbeing support
17. Keep up to date with best practice in relation to students with mental health conditions in Higher Education and be responsible for own continuous professional development
18. Participate in open days and projects and events relating to raising awareness across the BU community regarding mental health and wellbeing
19. Work closely with Student Services colleagues to deliver a high-quality student focussed service, in line with BU strategies and objectives

Organisation Chart



Contacts

Internal: Student Services Executive team, professional services staff across the university, academic staff across all faculties, SUBU, Students

External: statutory and regulatory bodies (eg, CMHT and Social care) parents

Challenges

The postholder will need to hold an oversight of the growing number of students with mental health issues and be able to support and address the balance between academic achievement and psychological wellbeing. A particular challenge of this role is in supporting the Head of Safeguarding and Wellbeing to manage students who present with significant mental illness or whom are in crisis and need to access immediate specialist assessment and support.

Tact, diplomacy and sensitivity are key elements of this role as is the ability to remain calm under pressure and in challenging situations.

Understanding the limits of own expertise and identifying when a referral is required are important barriers to note. As is being solution focussed in meeting the needs of complex students and thinking creatively about how their needs can be met so that they can successfully complete their chosen programme.

A high level of customer focus is required striking the right balance between providing support, whilst ensuring at the same time that students – and staff - are aware of their responsibilities.

Information Governance Responsibilities

Data User

Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

August 2026

Post / Job Title: Mental Health Advisor Manager		Post No: TBC
Faculty / Service: Student Services		Date: August 2026
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Educated to a Degree level		E
Relevant professional qualification relating to mental health		E
Current membership of any NMH accepted professional bodies*		E
Experience in managing and leading teams in the field of mental health crisis and support and providing professional supervision to frontline staff		E
Experience of identifying, responding to and referring those with mental illness or in need of assessment to specialist services within the community		E
Experience of working with people from diverse backgrounds and with Mental Health needs.		E
Experience of working with external partners and specialists and the ability to engage with them on a strategic level		E
A strong understanding and knowledge of relevant therapies and the relevant regulatory framework to support students with mental health issues		E
Experience and understanding of risk management and its implementation		E
Experience of coordinating service provision and able to prioritise need		E
Strong understanding of both children and adult Safeguarding and evidence of training undertaken		E
Experience and understanding of a strength based and systems approach to supporting need		E
Experience and understanding of the lifecycle of the student learning journey and impact of wellbeing on academic achievement		E
Skills		
Excellent communication and interpersonal skills		E
Capacity to deal with complex and sensitive issues under pressure		E
Ability to build relationships based on a shared understanding of need		E
Able to exercise judgement in the appropriate management of a caseload		E
Able to prioritise, organise and deliver a complex and changing workload		E
Excellent verbal, written and presentation skills		E
Ability to keep accurate records, analyse data to identify areas requiring improvement and to use IT effectively		E
Well-developed problem-solving skills		E
Attributes		
Ability to work across different teams and disciplines who may have competing needs and demands		E
Customer focussed		E
Ability to work flexibly in response to mental health crisis or when under pressure		E
Reflective approach to own professional development		E