

Residences Welfare Lead Volunteer Role Description

| | |
|------------------------------|--|
| Volunteer Role title | Residences Welfare Lead |
| Department/Division | Kings Residences |
| Faculty/Directorate | Estates and Facilities |
| Grade/salary | Volunteer Position |
| Hours of volunteering | On-Call Rota |
| Period of appointment | 1st August 2023 - 31 st July 2024 (unless on a 40 week agreement – then the dates are 1 st August 2022 – 22nd June 2023) |
| Responsible to | Senior Welfare Lead |
| Campus | Residences |

Volunteer RWL: Role Purpose

The Residences Welfare Lead volunteer position is a central and respected figure within our King's Residence Halls. Residences Welfare Leads provide an essential wellbeing support service to the resident students through active listening support, signposting and escalation. The volunteer 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. It is therefore an essential element of the role that RWLs live in the residence. This can be in a designated studio flat, or in a shared RWL flat. The RWL accommodation varies between site, as each Residence is built differently and has different facilities. It is important the RWL volunteers are aware and prepared to undertake this unique responsibility of living within the environment they volunteer in, alongside the students they support.

Volunteer RWL: Role Responsibilities

RWL Rota Responsibilities

- Welfare Leads volunteer on a rota basis, covering the hours 8pm-8am every night of the week, as well as 8am-8pm on Saturdays and Sundays (and bank holidays). The rota is agreed autonomously between site Welfare Lead teams and their Senior Welfare Lead.
- During the 8pm – 8am shift, RWLs are expected to be no more than 10 minutes away from their residence. During the 8am-8pm shift, RWLs can be up to 60minutes away from their residence.
- The on-call duties are compulsory and cover the duration of the Welfare Lead volunteer agreement (including bank holiday weekends, Christmas, Easter and Summer breaks). It is expected that the RWL team share the responsibilities for the holidays equally and fairly.
- Due to the significant size difference in terms of student beds per residence, RWLs must acknowledge and accept that the rota duties will be different depending on which residence you are based in. For example, our larger buildings Atlas, Great Dover Street, Angel Lane, and City will have 3 RWLs working on a 1 week in 3 week shift rota. Smaller buildings such as Wolfson House, Orchard Lisle Iris Brooke, Vauxhall, Canada Water, Julian Markham House, Moonraker Point, Stamford Street and Hayloft point will have 2 RWLs working on a 1 week in 2 shift rota.
- In times of sickness or team absence, paired buildings support one another with rota duties to spread the workload effectively. Pairings are as follows:
 - Wolfson House and Orchard Lisle Iris Brooke House
 - Great Dover Street Apartments and Julian Markham House

- Stamford Street Apartments and Moonraker Point
- Vauxhall and Atlas
- City and Hayloft
- Canada Water and Angel Lane

RWL On-Call Responsibilities

- All calls and texts to the on-call Welfare phone must be responded to by the RWL on-call within 15 minutes during the on-call hours. The shift is considered a “sleeping shift”, so RWLs 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 by the RWL on-call and replies sent in a timely manner.
- The RWL on-call should visit reception each shift to greet staff, let them know who is on-call and pick up any issues from the day.
- The RWL on-call 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 Senior Welfare Lead on-call as needed.
- RWLs on duty are expected to wear their King’s RWL tee shirt/sweatshirt/hoody to all events, welfare checks, drop ins and walk-arounds.

RWL Training Responsibilities

- It is compulsory for all appointed volunteers to attend the annual induction training at the start of appointment. This training period comprises of some daytime and some evening trainings over the following dates: 1st August 2023 – 21st August 2023.
- 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 co-leads and SWL to review cases, workload and team effectiveness.
- Attend a monthly Welfare Leads meeting, led by the Senior Welfare Leads and Residences Wellbeing Manager.

- Attend planned 1-2-1s with your SWL.
- Proactively engage in Continued Personal Development through recommended reading throughout the year.

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 Senior Welfare Leads 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.

Volunteer Personal 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> | | | |
| Employed staff member at King’s or either: | * | | AP |
| i) an active post-graduate student (Masters, PhD) | | | |
| ii) be undertaking your second undergraduate degree | | | |

| | | | |
|--|---|---|-----------|
| 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 volunteers | * | | 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 volunteer 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 volunteer 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 Residences Welfare Lead position. The first is a reference from your current employer at King's College London or from your current Personal Tutor/Supervisor if you are still studying. This is to confirm your staff/student status at King's College London. The second is a personal reference from someone that knows you well.

If you are a new student joining King's and do not have a KCL referee at the time of application, please provide a referee from your previous institution.

Candidates should make referees aware of the demands of the volunteer position of Residences Welfare 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, volunteers 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 volunteers will be sent an Occupational Health Questionnaire along with their volunteer 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 volunteering 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 volunteers 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.