

UNIVERSITY OF GLASGOW

STUDENT AND ACADEMIC SERVICES

Role Description for Voluntary Worker Living Support Assistant in University Accommodation

The main purpose of the Living Support role is to provide advice and support for students with regard to the process of independent living. All Living Support Voluntary Workers- i.e. Senior Living Support Assistants and Living Support Assistants are expected to get to know their students, and commitment to the job is required in order to achieve this and to fulfil their other duties as detailed below. It is essential that applicants have previous experience of living in University Accommodation.

Living Support Voluntary Workers should encourage a responsible attitude in tenants, so that all the residents on site are able to enjoy peaceful use of the accommodation.

The Living Support Assistant assists the Warden and Senior Living Support Assistant Voluntary Workers on site. They are part of the team who have responsibility for keeping harmony within Student Residencies. In addition to this, they provide support to the residents and act as a link between students and more senior colleagues in the residencies. The Living Support Assistant reports to the Senior Living Support Assistant/Warden.

Objectives

1. To ensure that the site provides an orderly and supportive environment which enables residents to gain maximum benefit.
2. Playing an active role in assisting Student & Academic Services to operate in a sustainable and environmentally effective and beneficial way by leading by example and encouraging other residents to participate in green initiatives.
3. To ensure in the development of community within the residence by the organisation of a program of social and support events.

Contractual Dates

- Living Support Voluntary Workers will be required to be in residence from 1 September of the year they are appointed prior to mandatory training. The Volunteer Worker Agreement ends on the last date of the Accommodation contract.
- Any requests for leave to be absent from your Residence / site must be approved by your line manager.

Main duties and Responsibilities

- Respond to any exigencies as they arise and make appropriate decision based on current knowledge, experience and expertise.
- Recognising and acknowledging the limits of personal living support abilities and, therefore, a) acting as a listener, mediator and signposter, b) referring specific specialist concerns to other University of Glasgow Services, and c) keeping your line manager aware of welfare situations in a timely manner
- Fulfilling House/Site 'on-call' duties. These duties may include answering questions, noting repairs, or dealing with any incidents that occur overnight, and completing the associated paperwork.
- Regularly meet with the Warden and Senior Support Living Assistants to update and appraise as necessary. Ensure the circulation and distribution of all relevant notices/information to all residents through the Living Support team.

- To be familiar with the Living Support Worker Handbook, the Site A-Zed, Residence Contract terms and conditions, University Policies and Student Disciplinary Code and to ensure appropriate discipline is maintained within the residence alerting appropriate others when needs dictate.
- To promptly attend all Worker/Staff and training meetings.
- To complete and return all departmental paperwork in a timely manner.
- Reading and responding in a timely manner to email communications from Warden or Student & Academic Services staff sent to the Living Support member of staff's University of Glasgow email address.
- Carrying out such other duties as the Warden/Student & Academic Services staff may allocate from time to time, e.g., key hand out, assistance with information distribution, and general basic administrative duties.

Duties

- Required to be 'on-call' on a rota basis (frequency of duties can vary from site to site).
- Where there is a Site Office, the 'on-call' duties involve manning the Office on a rota basis for one hour. The Living Support Voluntary Worker on duty then remains on call from the vicinity of the site with the mobile phone until the following morning.
- For properties where there is no Site Office, the 'on-call' Living Support Volunteer Worker on the rota remains on duty from the vicinity of the site with the mobile phone from 6pm until the following morning.
- Specific number of duty nights / weekends on duty will vary from site to site.
- Provide on-call cover in emergency situations e.g. staff illness or any other extenuating circumstances.

Knowledge/Qualifications

- Standard Grades or equivalent; plus relevant work experience.
- An excellent knowledge of the University is essential in terms of policies and procedures systems and geography.
- Experienced in dealing with people/customer care is essential.
- Qualified First Aider or willing to attend a University organised course.

Skills

- A proactive, flexible and enthusiastic approach to work.
- Self-motivated and able to manage time effectively. Ability to communicate with students, staff and visitors in a courteous and diplomatic manner.
- Ability to work effectively as part of a team or unsupervised.
- Customer care skills.
- Excellent written and oral communication skills.
- Accuracy and attention to detail.
- Willingness to participate in training to acquire additional skills.

Dimensions

Line Management is provided by Student & Academic Services but the post is deployed in designated residences, where local systems and procedures particular to that building apply. The day to day functions are carried out on own initiative and in close liaison with University and Sanctuary Students staff. All University residences are complex and can accommodate large numbers at any given time and it is therefore necessary to interact with a large number of staff, students and exceptionally visitors on a daily basis to fulfil this role. It is also necessary to provide assistance to other areas across Campus, as and when required by Student Support & Wellbeing.

Eligibility: Only full time, registered University of Glasgow students or Employees of the University of Glasgow need apply.

Job Features

You MUST be aware of the following requirements:

- All appointments are conditional on all financial accounts being up to date by 31st May of current year of employment.
- Any leave must be approved by the Warden/Head of Student Services & Wellbeing prior to being taken.
- Please note that due to the nature of this post the job description is not exhaustive and the Living Support staff's proactive initiative will often be required.

Planning and Organising

To commit to duties days and weeks ahead to effectively and efficiently to meet hall/site requirements.

Internal/External Relationships

To communicate regularly with line manager and to liaise and communicate with staff, students, visitors and University Services. This role requires interaction with University staff at all levels, PG and UG students, and other internal University services. It is also necessary to liaise with other Living Support staff to learn basic protocols and procedures applying in other residences and give basic training to colleagues on protocols and procedures that apply in the residence in the short term and in the longer term to pass on knowledge of the various residence procedures obtained through working experience.

Decision Making

To make decisions on routine matters in the absence of line manager.

Take steps to resolve conflict issues between student residents.

Problem Solving

The job involves a large element of problem solving through responding to an extensive range of enquiries/questions raised by students, parents, guests and site staff.

To act as first point of contact dealing with problems within the building in relation to fire and intruder alarm activations; advising and informing all building users as appropriate.

Other

Key qualities for success include being honest, friendly and trustworthy and able to promote a professional and approachable image at all times.

Additional duties may be allocated in the first few weeks of term during the first semester in order to introduce and attain familiarisation with your block. This includes facilitating student talks whereby you will give advice and guidance to students as to how to embed into their new environment.