

JOB DESCRIPTION



Job Title: Mental Health Adviser
Department: Education Services
Faculty/Central Service: Central Services
Location: Tavistock Place, London
Reports to: Head of Wellbeing
Full Time/Part Time/Casual: Full-time
Grade: Grade 6
Overall Purpose of the job: The Mental Health Advisers main focus is responding to the mental health and wellbeing needs of School-based students on both taught and research courses at LSHTM. The Mental Health Adviser is based in the new Tavistock Place Education Centre working within Education Services. The role-holder will be part of a small and friendly Student Support Services team which comprises counselling, mental health, student advice (disability, general advice, financial hardship, accommodation) careers service and Chaplaincy. The role involves contact with students and applicants face to face and online appointments, phone conversations and email, triaging and making referrals to other Student Support Services (SSS) staff and external professionals, as necessary. The role holder will be based in the Tavistock Place Student Support Services centre a minimum of 2 fixed days per week (working from home on other days). The postholder will also be required to work from the London campus throughout Welcome Week and new student inductions. The role-holder is responsible to the Head of Wellbeing and will be expected to support the general activities of the service.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

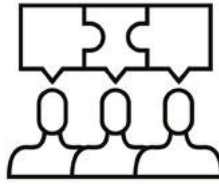
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities
<p>A. Main duties of the Mental Health Advisor</p> <ol style="list-style-type: none"> 1. Respond to enquiries about mental health and wellbeing concerns, providing initial advice and guidance as appropriate. 2. Undertake initial and ongoing assessment. 3. To provide direct risk assessment interventions. 4. Respond to students in crisis. 5. Provide specific support on anxiety and suicide. 6. Hold an individual caseload, monitoring progress and adjusting the casework interventions. 7. Support to students over self-care, medication regimes, and relapse prevention. 8. Create Learning Support Agreements to communicate academic adjustments to academics and Programme Administration Officers. 9. Provide intensive input into students unlikely to get NHS support during their course. 10. Consider clinical flexibility – judging which interventions are suitable to which students at which time. 11. To make and receive referrals to other SSS services and external agencies. 12. Support staff who are supporting students (including Faculty tutors).

13. To use clinical experience and understanding of gateways and support offered by NHS to build networks and refer into and work with NHS services – both primary and secondary.
14. To set up and deliver group sessions to students, including webinars and workshops on supporting mental health.
15. Support the development, running and review of student wellbeing activities and act as Deputy to the Head of Wellbeing when required.

B. SSS General Duties

1. To make full use of LSHTM systems to ensure the smooth running of administrative processes.
2. Provide communications, information, campaigns, and initiatives to students.
3. To liaise with Student Comms on a regular basis to ensure that students receive key information at the right time.
4. To contribute to the SSS internet and intranet pages, ensuring that information for students is appropriate and up to date (e.g., wellbeing initiatives, resources).
5. To participate in Welcome Week, Open Days and awareness raising events (including preparing and delivering presentations as appropriate), deputising for SSS staff at relevant induction activities, as required.
6. To keep up to date records and statistical information on the mental health service usage.
7. To assist in surveys for the purpose of feedback and to maintain service excellence.
8. To build networks within the school with those involved in supporting students (including Faculty, Professional Services etc.).
9. Support the Head Student Wellbeing with the Cause for Concern policy (which includes Safeguarding and Prevent duties).

C. Working with Student Advice

1. To develop Learning Support Agreements for students with long- term mental health conditions.
2. To refer individual students with mental health challenges to external providers and resources, liaising with non-medical helper services, such as mentoring or other similar support (as appropriate).

D. Working with Counselling

1. In assessing risk, attending clinical casework meetings and communicating within the team regards to students at risk.
2. In the organisation and promotion of a variety of wellbeing sessions and other wellbeing interventions.
3. Post holder will receive clinical supervision.

Additional Information

- 1.To work with the University of London services (such as UoL Housing Service/halls of residences, Chaplaincy, Distance Learning team) to ensure students at LSHTM are aware of the full provision available.
- 2.Liaise with counterparts at partner colleges for students on joint programmes.
- 3.The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the Head of Wellbeing and Head of SSS.
- 4.The post-holder will be responsible and accountable for ensuring all School policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity, confidentiality and data protection, health and safety.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to a degree level or equivalent (qualified by experience) and a professional qualification in a relevant clinical or healthcare discipline (e.g. Nursing, Social Work, Counselling/Psychotherapy, Clinical Psychology, Occupational Therapy etc.). 	E
Experience	<ul style="list-style-type: none"> The successful candidate should have substantial experience of providing clinical support to individuals with mental health difficulties. 	E
	<ul style="list-style-type: none"> Experience in crisis intervention/responding to mental health crises. 	E
	<ul style="list-style-type: none"> Experience, or knowledge of the issues of working in a Higher Education context. 	E
Knowledge	<ul style="list-style-type: none"> Knowledge of primary and secondary care services in the NHS and referral routes into them. 	E
	<ul style="list-style-type: none"> Knowledge of providing clinical support to individuals in NHS and/or University setting. 	E
General	<ul style="list-style-type: none"> Experience in providing support, information and guidance to groups and the ability to offer training to others 	E
	<ul style="list-style-type: none"> Understanding of related policies such as client confidentiality, the data protection act and with a commitment to and understanding of equality and diversity issues 	E
	<ul style="list-style-type: none"> Use research methods & audit relevant to the job including collecting statistical data for service evaluation purposes 	E
	<ul style="list-style-type: none"> Ability to manage challenging/stressful situations effectively 	E
	<ul style="list-style-type: none"> Ability to support a case-load of clients including planning, monitoring and evaluation 	E
	<ul style="list-style-type: none"> Ability to liaise with internal and external representatives of other disciplines/agencies 	E
	<ul style="list-style-type: none"> Ability to use clinical and/or line management supervision appropriately 	E

	<ul style="list-style-type: none"> IT literacy and record keeping skills and understanding of client confidentiality and data protection 	E
	<ul style="list-style-type: none"> Experience of giving customers a positive and satisfactory service, and also of being able to adapt the service to meet customer's expectations and to improve standards 	E
	<ul style="list-style-type: none"> A calm, pragmatic, practical and reassuring approach providing assistance to those in distress 	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jun 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 6 scale in the range £45,728 - £51,872 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM operates a Hybrid Working Framework which, alongside agreed service requirements, enables teams to work more flexibly where the role allows - promoting wellbeing and a better work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).