

SOAS Students' Union – Enough is Enough Welfare Contact



Post: EiE Welfare Contact

Salary: £14.80 per hour

Contract Type: Fixed Term

Reports to: Advice and Engagement Manager

Hours: Flexible hours in line with service needs of the business

Place of Work: SOAS Students' Union, 10 Thornhaugh Street, London, WC1H 0XG.

About us

SOAS Students' Union is a charity run independently from the University. The students of SOAS are our members, this is who we ultimately work with and for. At SOAS Students' Union we have 3 full-time Co-Presidents, each of our Co-Presidents was voted in by the student body during a Union Election and represent students within the Union and the School. These officers support the strategic work of the Union, using student input to inform them and direct their efforts. They also represent the best interests of students, within the university itself, and on national issues.

The Trustee Board, which includes the Co-Presidents delegate the running of the Students' Union to the CEO and senior leadership team, who manage the full and part-time staff, their role is to ensure the Union is running effectively to role model its culture and deliver the organisational strategy.

In other words, it's a great place to work, with a vibrant community where people share the same values and care about each other. Students are at the heart of what we do and we are ambitious to be the best we can be and support others to do the same.

What we do

Advice and Support

In SOAS Students' Union we've got years of experience with supporting students through academic issues such as Mitigating Circumstances and Appeals, or personal issues such as Housing or Funding.

Advocacy and Representation

Union Officers sit on Boards and Committees across SOAS, and they use their presence in these spaces to raise issues and fight for changes that benefit students. We also work to make sure all students feel represented in and around SOAS. From campaigns to Liberation Month events, we want to make sure everyone is seen, heard, and feels valued during their time in university.

Events

We make memories. We host all kinds of events from late licences to panel discussions, Varsity to Freshers. We want students to enjoy their time at SOAS.

Sports and Societies

We have over 100 of student-run Sports Teams and Societies for people to join at SOAS Students' Union, and we work to make sure they are well supported, funded, and working to benefit everyone.

Commercial

We have a newly refurbished SU Bar and live music space. We pride ourselves in having a space that's just for SOAS students to meet with each other. We run a shop at the heart of campus for the convenience of our students and staff. As well as a range of food and drink items we also sell SOAS Merchandise at the outlet. We are experimenting with pop up coffee pods, after listening to our students and with the opening of the new SU Bar we are excited about other events and commercial

activities we can explore.

About the Role

The overarching purpose of the Enough is Enough Team is to support SOAS Students Union's goal to provide all students with a safe environment to work, study and socialise leading to improved student satisfaction, student retention and the promotion of good citizenship.

The purpose of the Enough is Enough Team is to reinforce the student union's zero tolerance stance on sexual harassment/assault and to raise awareness of positive sexual relationships. The role of the Welfare Contact is to deliver the mandatory consent workshop to a standardised level to the incoming cohort.

The Welfare Contact will work with the SU and University team to help promote the work of Enough is Enough, as well as other related campaigns that are run during the academic year.

Welfare Contacts may also support students appropriately and under the guidance of the EiE/SU staff team during Late License events, if an obvious incident of harassment is taking place. Furthermore, the Welfare Contact should be able to provide initial pastoral support to any student who has disclosed they have been affected by sexual harassment or assault as members of the SOAS community who are front facing to the student body.

The post of the Welfare Contact is expected to be able to intervene as an active bystander, if necessary. They should be able to provide advice and promote their work through their presence across campus and through delivering workshops. This includes by attending Late License events. The Welfare Contact will be trained to deliver consent workshop effectively, to identify harassment and assault, and in how to sensitively handle initial disclosures of incidents of sexual violence and will signpost to relevant support.

Main Duties and Responsibilities:

- Complete full training sessions to the best of their ability, ensuring that they are confident and fully informed before beginning their role.
- Deliver the Mandatory consent training to new SOAS students throughout the academic year.
- Work with the SU and SOAS University in promoting and encouraging support services that may benefit impacted students
- Promote awareness of the SU's zero tolerance stance on sexual harassment and assault by being present at Late License Events when needed
- Under the guidance of the Enough is Enough team – and liaising with SU staff and

security – intervene where appropriate in problematic situations.

- Provide pastoral support and signposting to students affected by incidents including, but not limited to, sexual misconduct, intoxication, and mental health.
- Handle initial disclosures of any nature and provide follow-up that is most appropriate after an event has ended.
- Ensure that incident reports are written and documented within 24 hours, and shift summaries within 48 hours if working Late Licences
- Attend feedback sessions with the EiE staff
- Always be professional when dealing with staff and other students. This includes, but is not limited to, giving reasonable notice when you are unable to work, responding to emails in a timely manner, following instructions from the EiE team and wider SU staff.
- Uphold the job's values outside of work and ensure to not put the University or Students' Union into disrepute. Ensure that your behaviour supports and promotes the Enough is Enough Project's aims both on and off campus
Encourage others (staff and students) to intervene and to stand up to sexual harassment and assault.

Person Specification

The Person Specification focuses on the knowledge, skills, experience, and qualifications required to undertake the role effectively.

	Requirements	Essential/Desirable
Education and Qualifications	A current SOAS student	E
Knowledge and skills	A good understanding of consent and the importance of active bystander intervention	E
Work experience	Evidence of working within a team environment	D
	Experience of working in support or advising contexts or in a similar role.	D
Communication skills	Excellent communication and interpersonal skills	E
	The ability to present confidently and in an engaging manner	E
	The confidence to intervene and challenge others	E
	The confidence to liaise with key personnel for example, bar staff, Security and the SU staff	D

Other requirements	A demonstrable understanding of equality and diversity, and professional conduct and their practical application within a student support environment	E
	Positive, resilient and determined attitude.	E
	The ability to adapt to different situations	E
	The ability to handle sensitive information	E

