

Faculty of Biology, Medicine and Health

School of Medical Sciences

Division of Medical Education

**Lecturer/Senior Lecturer (Clinical or non-clinical)
MB ChB Student Pastoral Support (SPS) Tutor**

Role Description

Reports to:	Dr Gary McCullagh, Associate Programme Director for Student Wellbeing
Organisational Unit:	Division of Medical Education
Date:	July 2024
Grade:	Lecturer/Senior Lecturer (clinical/non-clinical), dependant on appointee
Approx. Time Commitment:	1 half day per week
Duration:	12 months in the first instance

**Lecturer/Senior Lecturer (Clinical or non-clinical)
MBChB Student Pastoral Support (SPS) Tutor**

This role is suitable for clinicians and non-clinicians with experience and/or knowledge of the MB ChB programme. Should a clinician apply, they will be required to have clinical sessions to maintain a salary on the clinical scale.

- The key purpose of this post is delivery of pastoral support to medical students as part of the medical school SPS team. The expansion in the SPS team is to ensure additional support capacity as students commence on the MBChB Medicine (Graduate Entry) Programme from September 2024
- An empathetic and non-judgemental approach to students in distress is essential.
- Applicants must have a good understanding of the MBChB programme in Manchester in order to help students find feasible solutions to their problems
- An awareness of expectations around professional behaviour in a regulated health care programme (and of student understanding of these) is also important

Medical students facing difficulties may approach any one of a wide range of staff for advice, including (but not restricted to) TBL tutors, placement supervisors, academic advisors, and clinical debrief tutors. It is important therefore that all staff understand how to deal with low level concerns and how and when to signpost students on to other services. However students with more serious difficulties are strongly advised to seek help from the Student Pastoral Support (SPS) team.

The SPS team advise students on the handling and implications of personal, health or financial problems, which are having an impact on their studies and wellbeing. They ensure students understand their options, signpost to other sources of support, offer follow up where appropriate and liaise with internal and external agencies (such as the University Disability Support and Advisory Service (DASS) and Student Occupational Health) to support students in difficulty.

The Central SPS team is led by the Associate Programme Director (APD) for Student Wellbeing and works closely with the SSW Team. There are currently 4 SPS tutors. This appointment will be to the Central SPS team. Each of the four Clinical Education Campuses has a local SPS team who liaise with and work in coordination with central SPS.

The Central SPS team particularly supports students with more complex problems especially where University processes are involved, including for example students considering or needing to interrupt their studies or leave the programme. The team works hard to continually develop mechanisms for improving the well-being of students and support available for students. This includes advising and training wider staff in contact with our students, acknowledging the support role given by all our tutors.

In addition to the 5-year MBChB Programme undergraduate medicine students, the Central SPS team will also provide support for the new 4-year MBChB Medicine - Graduate Entry (GEM) pathway due to receive its first intake in September 2024 (estimated 45 students in first cohort). The central SPS team also support visiting students from contracted partners and the International Foundation Year 0 (approx. 100 students for 24/25 intake).

Course / Programme of Study:

MB ChB Medicine (Undergraduate Medicine)

Responsible to and other key relationships

Key relationships include:

- Student Support and Wellbeing team
- SPS teams within clinical education campuses
- Student Occupational Health (SOH)
- Disability Advisory and Support Services (DASS)
- Student Services Centre
- Counselling Service

Time Commitment/ Hours:

1 half day per week available.

You would be expected to be available for a half day per week and a degree of flexibility to allow for team meetings would be ideal.

Very occasional early evening meetings may be required.

Type and Level of Appointment:

The appointment(s) will be at Lecturer or Senior Lecturer level (according to the experience of the appointee).

Role & Key Responsibilities:

- Delivery of wide-ranging, intensive well-being, disability and pastoral support for students on the MBChB UG Medicine 4, 5 and 6 year pathways (and associated students and programmes mentioned above), in line with Programme, University and GMC guidance. Whilst the role encompasses elements of counselling, mentoring and coaching, it is important that students are signposted appropriately as the team does not have capacity (and is not set up) to act as a counselling or medical service.
- You will be required to proactively promote student well-being across the Programme, as well as the development and delivery of training for wider programme staff.
- You will be required to provide support and advice to the students around fitness to practice issues.
- You will be required manage some very difficult situations which involve quite challenging behaviour from the students. Often students who are unwell, distressed or in crisis may

present, or react, in a challenging manner. They may at times be unhappy with advice regarding the implications of the situation they find themselves in and their behaviour may reflect the level of distress they are feeling.

- You will be required to act at short notice to deal with urgent and immediate problems, either by telephone, online, email or face to face, requiring a friendly, sensitive approach, together with the ability to continually manage and reassess SPS priorities.
- You will be required to liaise with academic staff and students across the Programme, as well as with members of administrative and academic staff in the MB ChB Programme, Faculty of Biology Medicine and Health, the Central University's support services, the four clinical education campus SPS teams and staff within, Health Education England North West, UKFPO Office and the GMC.

Person Specification

Essential Knowledge, Skills and Experience (at lecturer level):

- A friendly, approachable manner, with the ability to empathise with students' circumstances in a compassionate, non-judgemental and professional way, whilst maintaining clear professional boundaries;
- An ability to handle challenging situations sensitively, including dealing with students unhappy with the outcome of programme decisions;
- Significant experience of working with undergraduate students in a supportive role;
- An appreciation of current expectations around professional standards of behaviour for medical students and doctors and an awareness of the implications of poor professional behaviour on patient care, student progression and GMC registration;
- A good understanding of the MBChB programme in Manchester – especially Year 1 & 2.
- Experience of developing and delivering training;
- Ability to identify and solve problems;
- Ability to work on own initiative and as part of a team contributing to and helping to develop the service;
- Excellent time management skills with the ability to manage and prioritise a high workload
- Good organisational skills, with attention to detail and accuracy to ensure comprehensive accurate advice is given;
- Excellent communication skills both verbal and written;
- An understanding of GDPR including the importance of confidentiality and the ability to deal appropriately with sensitive personal data.

(as above and below for Senior Lecturer level)

- (for those applying as a Clinician) Clinically qualified with current professional registration (eg GMC, NMC, GDC, HCPC) or recent experience of working in the NHS. Applicants who are medically qualified should be at GP/ consultant or associate specialist level;
- Strong and clear communication skills when dealing with complex problems.
- Previous experience leading a team (in the absence of the Associate Programme Director)
- Substantial experience of developing and delivering training

Desirable knowledge, skills and experience

- Experience of working with a complex multi-site Programme, or equivalent.

Other requirements:

This role may necessitate very occasional early evening meetings. Applicants should be aware that some flexibility of working hours might be required but advance notice of this would be given where ever possible. This role description will be reviewed by the MBChB senior management team at regular intervals after appointment and the post holder will be expected to have an annual review in accordance with University requirements.

Application and recruitment process:

Informal enquiries prior to application are welcome to **Dr Gary McCullagh** gary.mccullagh@manchester.ac.uk

Training and Support

There is an expectation that all SPS team members undertake relevant training for their role to ensure they are well equipped to respond to students' presentations. This will include but is not limited to mandatory training as required for University academics, to include equality and diversity training, unconscious bias training and GDPR training.

Opportunities will be made available for the post-holder to shadow on relevant committees and meetings (in order that the pathway for students in difficulty is fully understood) and to attend meetings on student support both internally within the University and externally.

Further context:

The Manchester MB ChB Programme currently has approximately 2500 undergraduate medicine students studying across the five years of the curriculum. At present, students study for most of the first two years of the Programme in the Stopford Building on the University Campus. Much of this is delivered by staff in the Faculty of Biology Medicine and Health Sciences. In Years 3-5 Undergraduate medicine student training is based at one of our four Clinical Education Campuses: Manchester University NHS Foundation Trust (MFT Oxford Road), Manchester University NHS Foundation Trust (Wythenshawe), Northern Care Alliance NHS Trust; Lancashire Teaching Hospital NHS Trust (Royal Preston Hospital). Students also receive training at our associated District General Hospitals and GP practices across the North West. The team of staff supporting the Undergraduate Medical Programme liaise closely with all Clinical Education Campuses.