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| ALN Logo**Mental Health and Well-being Advocacy Resource** |
| **Name of the initiative** | **The work of the Student and Academic Services Wellbeing Group in supporting staff wellbeing within the Student and Academic Services (S&AS) Directorate at the University of York.**[Student and Academic Services comprises of: * [Academic Registrar's Office](https://wiki.york.ac.uk/display/STUDACSERV/Academic%2BRegistrar%27s%2BOffice)
* [S&AS Directorate Administration Team](https://wiki.york.ac.uk/pages/viewpage.action?pageId=259293436)
* [S&AS Directorate Projects Office](https://wiki.york.ac.uk/pages/viewpage.action?pageId=278006262)
* [**Library, Archives and Learning Services**](https://wiki.york.ac.uk/display/STUDACSERV/Library%2C%2BArchives%2Band%2BLearning%2BServices) **(LALS)**
* [Student Administration and Academic Affairs](https://wiki.york.ac.uk/display/STUDACSERV/Student%2BAdministration%2Band%2BAcademic%2BAffairs)
* [Student Careers and Systems](https://wiki.york.ac.uk/display/STUDACSERV/Student%2BCareers%2Band%2BSystems)
* [Student Life and Wellbeing](https://wiki.york.ac.uk/display/STUDACSERV/Student%2BLife%2Band%2BWellbeing)
* [York Online Learning](https://wiki.york.ac.uk/display/STUDACSERV/York%2BOnline%2BLearning)]
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| **Target group** | Staff at all levels across Student and Academic Services. (S&AS underwent a realignment in August 2021, bringing new teams into the former Directorate and reorganising structures and responsibilities.)  |
| **Description** | **Why form a Directorate wide Wellbeing group?** * This was an agreed action taken as a result of the S&AS wellbeing survey.
* To ensure that staff wellbeing within S&AS is supported at both a local and strategic level.
* To firmly embed staff wellbeing within the culture of the Directorate.
* To enable, support and encourage honest two-way communication, consultation and collaboration horizontally across S&AS departments, and vertically from local to institutional level.
* To create a framework supporting staff wellbeing within S&AS which has the authority and influence to make impactful decisions and action change at a local, strategic and institutional level (as appropriate.)

**Overall Purpose of S&AS Wellbeing Group:**The overall purpose of the group is to lead on specific actions that will help to improve and support staff wellbeing across the Directorate.  The group plays a critical role in influencing the overall direction, development and implementation of wellbeing initiatives across S&AS.  In addition the group aims to provide a safe, trusted space to share ideas for staff wellbeing, working in collaborative and cross-boundary ways to ensure that different voices from across the Directorate are listened to and represented in the group’s approach to wellbeing and related activities.**Who is on the Wellbeing Group?**  The S&AS Wellbeing Group includes representatives from across all S&AS departments, bringing together different experiences, knowledge and ideas to inform and shape the approach to wellbeing across the Directorate.  **Outline of Framework:** The S&AS Wellbeing Group is at Directorate level and aims to have both local and institutional influence. **Influencing at institutional level:** * **S&AS Wellbeing group chair** sits on the S&AS Directorate Management team (DMT), and on the institutional workload management group.
* The chair of DMT sits on the University Executive Board.

**Influencing at local level (LALS and other S&AS departments):** * Currently three members of S&AS Wellbeing Group are members of the local LALS Wellbeing Group.
* Other departments within S&AS are encouraged to set up local Wellbeing groups.

Through this framework, there is a direct route for staff wellbeing issues to be raised at any level, and escalated to institutional level (if appropriate.) **The specific aims and responsibilities of the S&AS Wellbeing Group:** * To discuss issues and ideas that will help to develop wellbeing across the S&AS Directorate in positive ways for all staff.
* To identify specific and general wellbeing issues and needs and develop appropriate resources and activities to support these.
* To provide positive challenge to ensure that wellbeing activities are well-thought through and aligned with staff needs and preferences wherever possible.
* To test out ideas and outputs before rolling out to wider staff.
* To represent colleagues in teams across the Directorate and act as a messenger between the group and colleagues, ensuring there is a positive and active two-way dialogue across the wider Directorate.
* To share anecdotal evidence of best practice from their teams, other departments at the University and external organisations.
* To identify the level of staff wellbeing through regular (quarterly) directorate pulse surveys, and implement discussions and actions at all levels to address challenges.
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| **Partners** | **LALS Wellbeing Group****Remit of Group:*** To take an active role in helping to develop a culture in which staff and student health and wellbeing is actively championed and is a key focus of our ongoing dialogue within the organisation.
* To improve and support wellbeing across the LALS community (including all staff and users of the service).
* To identify specific and general wellbeing needs, and develop resources and activities to support these needs.
* To actively engage staff and users in discussions around wellbeing, reviewing suggestions and feedback on a regular basis.
* To offer support to line managers who are at the front-line of managing wellbeing within their teams.
* To develop short, medium and long-term priorities and activities for the group to focus on.

**Directorate of Technology, Estates and Facilities Mental Health and Wellbeing Group**: * Regular updates with group chair to ensure cross-Directorate collaboration and sharing of good practice.
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| **Strategy***How, if at all, was the activity linked into wider library or institutional strategy?* | The aim of both Wellbeing Groups is to work to ensure that staff wellbeing is supported in line with current University strategy: “*We foster the health and wellbeing of our staff through ambitious and targeted programs, a supportive work culture, and carefully calibrated work-life balance.”*[University of York Strategy 2020 - 2030: A University for the Public Good](https://www.york.ac.uk/media/abouttheuniversity/missionstrategies/vision/University-of-York-Strategy-2020-2030.pdf) |
| **Evaluation***How, if at all, was the activity evaluated?* | S&AS led quarterly results of Pulse survey and resulting action plan available to all, and actively promoted. |
| **What worked** | **Outputs from the S&AS Wellbeing Group:** **Issues under discussion at Directorate Management Team (DMT) level:*** Staff resource across Directorate and within University change programme.
* Road map of activities and management of staff workloads.
* Empowering staff through training and development opportunities.
* Dedicated training and support for managers in dealing with wellbeing issues including stress in the workplace.
* Improvements to working space on campus including rooms for teams to meet in regularly, rooms for Zoom calls away from colleagues and the room booking system.
* Development of specific community building initiatives across the directorate.
* DMT connection to staff: continue to build visibility, engagement and understanding of everyone’s roles.

**Issues under discussion at S&AS Wellbeing Group level:** * Considering the setting up specific S&AS wellbeing hours/mornings/days, and/or specific team activities.

What this might look like across the Directorate?* Considering an independent channel to report wellbeing concerns. What might this look like? What might this mean for line manager?
* All S&AS “thank you social” afternoon event, including DMT members, afternoon tea and prosecco, jazz band, quiz, and GSA and SU representation (planned for September 5th 2022.)

 **Issues under discussion at LALS Wellbeing Group level:** * Upgrade of two meeting rooms, including “soft” furniture, plants and nature focused images on walls sourced from a Directorate staff photo competition. (Work actioned and completed.)
* Wellbeing Roadshow planned for World Mental Health Day - moving through different sites throughout the day promoting mental health and wellbeing resources and support available to staff.
* Exploration of the potential role out of wellbeing hours/mornings/days.
* Exploration of how work calendars can be used more successfully to support staff wellbeing (e.g. “no meeting Fridays”, no meetings over lunch period etc.)
* Promoting the Mental Health First Aid course training available at the University and encouraging staff to participate.
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| **What did not work** | * S&AS level lunchtime walks around campus (low participation.)
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| **Your name, institution and contact details.** Ruth Elder.Collections Management Specialist / Content and Open Research/ University of York Library, Archives and Learning Services. (Plus member of LALS and S&AS Wellbeing teams, and Mental Health First Aider (2015 - )) |
| **Are you willing to share your contact details to other ALN staff so if they want to find out more they can contact you directly?**Yes – ruth.elder@york.ac.uk |

**Ruth Elder 17.08.22**