

CONFIDENTIAL
APPLICATION FOR A POST PROVIDING LIVING SUPPORT TO STUDENTS IN
RESIDENTIAL ACCOMMODATION

Please complete in black ink in **BLOCK LETTERS**, or typescript, and answer all questions as fully as possible.

PERSONAL DETAILS		
Surname	First names	Title Mr / Mrs / Miss / Ms / Dr (delete as appropriate)
Male/Female:		Registration Number:
Telephone Number:	Mobile Number:	Email Address:
Current Address (inc date this address can be used up to):		
IF CONTACT DETAILS CHANGE PLEASE ADVISE THE STUDENT SUPPORT & WELLBEING DEPARTMENT.		Please note that we will use your email address in most instances to contact you rather than posting correspondence. Therefore, please ensure that the address you are supplying is up to date and checked regularly.

Please number Residences in order of preference (enter 1 → 5 with 1 being your 1st option). No guarantee can be given for location if successful in being offered a post but this information will be taken in to consideration.

MSSV <input type="checkbox"/>	Wolfson Hall <input type="checkbox"/> - catered site
Cairncross House <input type="checkbox"/>	Lister House <input type="checkbox"/>
Kelvinhaugh Street Flats <input type="checkbox"/>	Maclay <input type="checkbox"/> - ensuite
Kelvinhaugh Gate <input type="checkbox"/> - ensuite	
Winton Drive Flats <input type="checkbox"/>	
Queen Margaret Flats <input type="checkbox"/> - ensuite	
Student Apartments <input type="checkbox"/>	

Current Course / Employment		
Faculty/Department	Course Title/Post Title	Please indicate when your course finishes, (e.g. June 2022.) We will keep your form until this date.
Details of any periods you expect to be away from Glasgow:		
Last College/University Attended		

Halls experience to date - resident/warden etc - dates and sites to be included (please also include any halls that you have lived in)

INTERVIEW
Are there any special requirements/adjustments necessary to allow you to take part in the interview process?
If YES, please give details:

Living Support: Self-Selection 'Quiz'

You're thinking about applying to be a member of the Living Support Team at University of Glasgow? To help assess yourself the following questions are designed to help you check your readiness for the Living Support posts. Circle the number of questions you can answer with a 'Yes'. Be honest with yourself for best results and please hand this paper in with your application form.

1. Are you a confident, out-going 'people person' who is easy to get to know?
2. Do you want to develop your leadership and people management skills?
3. Do you feel like you balance your academic and social life well?
4. Are you comfortable with giving up some of your free time to work weekends and holidays as part of the pastoral post?
5. Are you able to work as part of a team, as well as working on your own initiative?
6. Are you able to confront other people's poor behaviour in a constructive manner?
7. Could you feel comfortable assisting a resident from a minority group (e.g. a student with a disability, gay/lesbian/bisexual, or from a different ethnic/religious background to yourself)?
8. Could you handle the fact that not everyone in your flat/block or other Living Support Staff may like you?
9. Can you remain objective and fair when dealing with a conflict involving your friends and fellow Living Support workers?
10. Do you think you can be a good role model when you are off duty or away from the University?
11. Are you able to initiate conversation easily?
12. Are you able to react and express yourself clearly in a tense situation?
13. Do you know the limits of confidentiality?
14. Is the satisfaction of knowing you did your best enough for you, rather than public recognition?
15. Can you feel comfortable writing reports about activities and incidents that occur during your 'watch'?

BEFORE you apply for or accept the offer of a Living Support Post, you should have answered the majority of the questions with a 'YES' to show that you have a good understanding of the time and energy it takes to carry out the duties of the post effectively. You are strongly encouraged to look at the question you answered 'No' to and discuss the reasons with a current member of Living Support workers or Student Support & Wellbeing staff.

Examples of roles in Living Support (all posts are 'live in'):

Living Support Assistant [LSA - QMR/WD, MSSV, KHG, KHST, Cairncross House, Maclay, Lister House]

Generally based in a self-catering environment, either in a block with flats or hostels. Reporting into a Senior Living Support Assistant this role requires someone of mature outlook who is approachable, level headed in a crisis and will enrich the lives of those they are responsible to by their composure, even-handedness and ability to consider all parties' concerns. There will be an obligation to provide support on a rostered basis throughout the academic year; in some cases this may be extended to include the summer recess. Most posts are confirmed for one academic session at a time (Sept - June) with no guarantee of an extension. Ideally the applicant should have experience of living in University accommodation and have an awareness of the type of issues that require the presence of the post holder. Typically they may range from matters of security, noise management, personal distress, fault logging and health issues. A partial rent rebate is given to Living Support Assistants.

Senior Living Support Assistant [SLSA - QMR/WD, MSSV, KHST, Cairncross House, Maclay]

Senior to the LSA this role demands both a conciliatory approach to issues of concern whilst balancing this with an authoritative style when required. Leading a small team whilst on roster duty nights you will attend all events that require pastoral intervention. Primarily required throughout the academic year the applicant may seek consideration for retention during summer vacations. Based in similar sites to the LSA, and being their first line of support, this post probably suits those with experience of the LSA role and/or experience of life in a large residential environment. Supporting colleagues and students in their moment of need this role requires a clear thinker, considerate and understanding of the pressures on students in communal residences with an ability to grasp the many issues putting pressure on the individuals concerned. Ability to interact with many support networks, local management, Student Support & Wellbeing personnel, security personnel etc, takes a skilled communicator with an even temperament. A partial rent rebate is given to Senior Living Support Assistants.

Living Support Assistant [LSA - Student Apartments]

This post concerns the overall welfare and discipline in a Student Apartments, be it a flat or a larger communal floor area. The LSA will be responsible for either blocks of flats, or floors within a large house. You will be expected to adopt a high profile during the year both in term times and vacations as you act as the main point of contact between the student and the Student Apartments Office. A number of straightforward tasks are assigned to the Living Support Assistants by the Student Apartments Office including: reporting repair requirements, distributing information issued by the Office, helping to organise re-admissions, monitoring noise and behaviour issues etc. A partial rent rebate is given to Living Support Assistants.

Living Support Assistant [LSA] – catered site

Based in the catering halls of residence, Wolfson Hall, these posts report into the Warden and provide rostered cover out with office hours to the student body. As part of a team you will attend your duties on a rostered basis - typically this will involve one/two nights on duty per week plus a share of the weekend on-call duties. You will be responsible for the good order of the residence and are expected to keep a watchful eye on the day to day activities within the hall. You are there to ensure that a proper degree of discipline is maintained within the hall, alerting where appropriate to others when needs dictate. You need to maintain a high profile in the residence, attending meal service times; social functions etc, to gain the respect and get to know most of the residents. On-call duties continue throughout the vacation periods. A partial rent rebate is given to Living Support Assistants within Wolfson Hall.

Other Roles

Occasionally more senior posts become available - usually such vacancies are advertised; internal applications are sought; or recommendations are accepted for consideration. These posts tend to arise infrequently - if you feel you have the appropriate skills and seniority to deliver such a role please detail your specific reasons as to your suitability in a letter to the Living Support Section, Student Support & Wellbeing, Southpark House, Room 403c, 64 Southpark Avenue, Glasgow, G12 8LB

POSITION DESCRIPTION ~ is this really You?

Ask yourself if this is something which you really wish to become involved in, as it is essential that you commit to the expectations of the post, and fully appreciate that you will be held to the standards required. As a Living Support Assistant, and a student yourself, you will share similar values and interests with other residents. You have a lot of knowledge and experience with student concerns and campus support resources. By serving as peer advisor/mentor, role model, organiser, and friend, your major remit is to create and maintain a positive and safe residential environment in which students from diverse backgrounds can socialise, work, learn and develop in ways compatible with formal academic pursuits. This, at times, will involve you in hands-on resolution of inter-personal conflicts, but you are also aware that the key is the development of understanding, tolerance, and respect for the rights of all residents, and you endeavour to actively promote such values from the start of the academic year. It will also involve you in helping new students to settle quickly into the communal lifestyle in residences. You will therefore play a crucial role in “setting the tone” by which University residences are perceived by students.

GENERAL EXPECTATIONS

You must be able to demonstrate emotional maturity and strong inter-personal skills, together with the ability to balance time commitments. It is expected that being a Living Support Assistant will be your principal out-of-class activity. It is a tough job, and NOT for everyone, especially those with academic challenges ahead interested in purely financial constraints. However, the Living Support Assistant position offers an excellent opportunity to develop your people management, communication and leadership skills, and will enhance your CV profile.

TIME/PERSONAL COMMITMENT

The Living Support Assistant Contract is for initially 39 weeks (Sept~June). Duty rotas are in operation across all sites and when on duty you are required to remain within the residences from 6pm – 8am (and can be 8am - 8am on Saturdays or Sundays), and be available to respond to any emergency situations which may arise, and see it through to resolution. There will be a flexible rota in operation to ensure that you will have time off, and arrangements will be in place to share duty with other members of the Living Support Team. The duty rota operates over the period September – June. Please note that you will be required to be on-call over a number of weekends throughout the 39 weeks.

TRAINING/INDUCTION

All Living Support Assistants **MUST** complete the 2 day induction training programme held during the first week in September which provides an essential framework for the duties and responsibilities of the post. The induction provides training on the policies and procedures of the University, ranging from Health and Safety to disciplinary. The induction course may be supplemented by further training throughout the year as relevant to your post. A basic first aid training course will also be arranged for Living Support Assistants.