

STUDENT WELLBEING OFFICER DETAILS - DOCUMENT FOR STUDENTS

Introduction:

Open door has expanded their team from a previous central and evening team of mental health practitioners based in the Sally Baldwin building. Open Door now includes a new team embedded within academic departments. This is made up of 3 open door practitioners, one assigned to each faculty, and 11 Student Wellbeing Officers (SWOs) which allows for an SWO to be assigned to several departments within each faculty.

The contacts for the Department of Philosophy are:

Sarah Thompson - Open Door Practitioner

Sarah Cox – Student Wellbeing Officer

Overview:

SWOs are part of the Open Door Team but work within departments alongside academic and support staff.

The SWOs are not mental health practitioners, but they will listen to your concerns, find out what is going on and how things are affecting you. They will talk through your options and may direct you to specialist services across the university as well as the support available locally.

How can we help?:

Very few people go through life without experiencing challenges and students are no exception. Facing a problem can be daunting but addressing it early can help to prevent things becoming overwhelming. It's important to remember that no issue is too small, and although it can feel challenging, the first step is to talk to someone. That's where we can help!

You can talk to us about academic or personal issues, or a combination of both as we all know that things are never straightforward. Perhaps you're struggling with motivation, finding it difficult to manage your time, missing home or feeling isolated. You may be experiencing friendship/relationship issues or feeling anxious about your workload. Talking to somebody who can listen and give a different, independent perspective can be helpful.

What's the difference between an Open Door Practitioner and a Student Wellbeing Officer?

SWOs and Practitioners are both part of the Open Door team, but they have different roles.

SWOs offer short-term support for general wellbeing issues relating to the university experience.

- Time management & routine
- Transition to/post University Life

- General self-care
- Friendships & other relationships
- Homesickness

Open Door Practitioners are registered/accredited mental health practitioners and are able to provide specialist support for students experiencing psychological or mental health difficulties.

How to access Student Wellbeing Officer support:

To access our support, all you need to do is complete an [Open Door and Disability online referral form](#), which you can find on the [Open Door webpage](#). All referrals are checked daily and, depending on the content of your referral, it will be assigned to either a Practitioner or a SWO.

Alternatively, you can ask your Academic Supervisor, or any member of the staff in your department to pass your details directly to us on your behalf.

In both cases, we aim to contact you within two working days to arrange a meeting.

Useful Information:

- Download the [Student Health app](#) for direct links to all University of York wellbeing resources as well as other useful information and contacts.
- **Open Door:** A dedicated team of professionals offering support to registered students experiencing psychological or mental health issues:
Email: opendoor@york.ac.uk Telephone: 01904 32 2140
- **In Crisis now:** Call 999 for emergency services - or for trained security services on campus call 01904 32 3333 or use the [Safezone app](#)
- **College Contacts:** Please find a link to all the colleges at the University of York. Each college has their own dedicated wellbeing team so please contact them directly should you experience any problems. Contact details can be found on each of the college links.
- **Togetherall:** Is a free service to all University of York students and available online 24/7. Togetherall can help you get support, take control and feel better.
- **Student Hub:** The team is the first point of contact for advice and support for a range of issues - financial, housing advice etc.
Email: student-hub@york.ac.uk Telephone: 01904 32 32444 (general)
01904 32 32333 (emergency)
- **Sexual Violence:** Our Sexual Violence Liaison Officers (SVLO) can work with you one-to-one to talk you through your support options and reporting options, both within the University and externally

Email: svlo@york.ac.uk.

- **[Report and Support](#)** is the place to report student misconduct and find out about support available for students from the University and other services.
- **[Nightline](#)**: Confidential, student-run listening service. Nightline volunteers are there to listen and provide a safe space to talk. Open 8am - 8pm every night of the University of York term.
Email: listening@york.nighline.ac.uk Telephone: 01904 32 3735
- **[York University Student Union \(YUSU\)](#)**: Run for, and with students, YUSU is available to represent, assist and entertain students during their time at University.
Email: enquiries@yusu.org Telephone: 01904 32 3724
- **[Graduate Students' Association \(GSA\)](#)**: The GSA is the primary representative body for all registered postgraduate students at The University of York.
Email: info@york.ac.uk Telephone: 01904 32 2718