

Adviser Support Programme: Enhancing Support and Development for SU Advisers

Introduction

In response to the evolving challenges faced by advisers within Students' Unions (SUs), Alkemy is proud to unveil the Adviser Support Programme (ASP). This initiative is meticulously crafted to address the comprehensive needs of SU advisers, enriching their professional journey with a blend of support, skill development, and personal growth opportunities. By integrating key learnings from our Elevate and Adviser programmes we are adapting these to the unique context of SU advisers, the ASP is poised to foster a culture of empowerment and resilience.

Programme Structure

The ASP is strategically designed around four foundational pillars, each contributing to the overarching goal of empowering advisers to excel and thrive within their roles.

1. Supervision and Support Sessions

Central to the ASP, these sessions offer a structured framework for advisers to engage with seasoned supervisors. Tailored to the advisers' schedule, these sessions encourage the exploration of complex cases, facilitating a deep dive into professional challenges and fostering an environment of continuous learning and feedback. This will be collegial supervision and not clinical supervision.

1 2 hour session per month for your whole advice team.

We will also offer individual supervision programmes for advice team members at a discounted rate of £58 + VAT per hour.

2. Peer Support Groups and Action Learning Sets

Emphasising the value of shared experiences and mutual support, the peer support groups within the programme provide a dynamic space for advisers to connect, exchange strategies, and cultivate a sense of community. We will also dedicate some of this time to run Action Learning Sets; to help advisers solve real world problems that impact their roles.



3. Blended Mentoring and Coaching

We'll introduce 15 hours of blended mentoring and coaching, available to all members of the advice team on a 121 basis. This component is designed to be distributed throughout the academic year, offering flexible, tailored support that aligns with individual and team needs. This approach integrates the reflective, growth-oriented nature of mentoring with the actionable, skill-focused benefits of coaching and is set apart from the supervision sessions.

4. Events Programme

The ASP will offer a curated selection of workshops, seminars, and training sessions. Covering a broad spectrum of topics from stress management and resilience to effective communication and emotional intelligence, this programme is structured to provide advisers with the tools they need to navigate the pressures of their roles successfully. Events will be scheduled throughout the year, offering regular opportunities for learning and growth. There will be a minimum of 5 events per year that focus topics such as:

- Self Care, Burnout and Wellbeing
- Supporting International Students Effectively
- Working with Elected Officers
- Effective Communication Strategies
- Managing with Students Experiencing Distress
- How to Make Use of Your Case Statistics
- Being Efficient With Your Time

5. Online Resource Hub and Networking

Supporting the continuous development of advisers, the Online Resource Hub will act as a comprehensive repository of resources. This digital platform offers access to a wealth of information, including case studies, best practices, and research articles, complemented by forums for discussion and collaboration. The hub encourages advisers to engage with the material and their peers actively, fostering a culture of ongoing learning and support.

6. Creation of Bespoke Case Management Resources

As part of the programme we will create and supply you with bespoke email templates and canned responses so that you can save time and capacity when communicating with students. We will also offer the opportunity for Alchemy to deliver induction sessions for new recruits.

7. Instant Messaging Service

We will also offer the opportunity to IM with Alchemy's adviser team in order to access quick and ready support where needed. Treat this as an adviser retainer.



8. Clinical Referral for Advisers

Advisers facing distress or neurodivergent challenges will have immediate access to a comprehensive wellbeing consultation and review from “Dr Rachel Reset Coach”, a private GP and Burnout Coach

9. Observational Service Review

Towards the end of the year, based on the work that we’ve done with your team and your service, we’ll offer up recommendations to improve your service for students; based on our knowledge of best practice within the service.

Development and Future Direction

The Adviser Support Programme is set to evolve through close collaboration with SUs and feedback from advisers themselves. Embracing an iterative development process, similar to that employed in many of our programmes, the ASP aims to remain responsive to the changing needs of SU advisers, ensuring relevance and effectiveness.

The Adviser Support Programme by Alkhemy represents a forward-thinking approach to enhancing the support network for SU advisers. Through its carefully crafted pillars, the ASP aims to empower advisers with the skills, resources, and support needed to excel in their roles and positively impact the student community. By fostering a supportive and enriching environment, the ASP endeavours to elevate the advising experience, ensuring advisers are well-equipped to navigate their challenging yet rewarding profession.

Fees and pricing

0.5 to 1.5 FTE Advice Team Members - £1450 plus VAT per academic year

1.5 to 2.5 FTE Advice Team Members - £2395 plus VAT per academic year

2.5 to 4 FTE Advice Team Members - £3295 plus VAT per academic year

4 to 7 FTE Advice Team Members - £4150 plus VAT per academic year

Contact us if you’re interested in a bespoke package.

We’re now taking booking for 2024/25, email hey@alkhemy.org.uk