

1. JOB DETAILS

Job Title:	Employment Specialist
Band:	Band 5

2. JOB PURPOSE

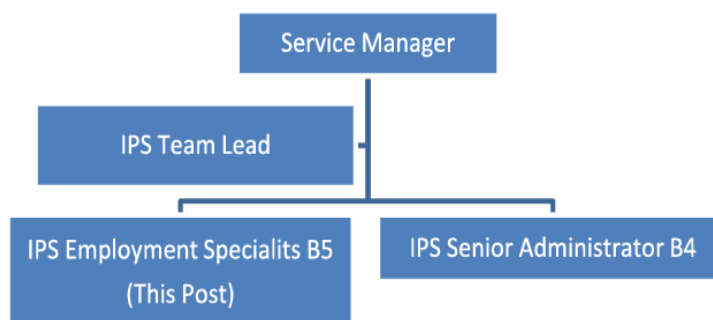
In this role you will work with clients (managing caseload) who have mental health support needs, who are unemployed, to assist them in securing sustainable paid employment in line with their preferences. You will deliver the individual Placement Support (IPS) approach, provide person centred advice and guidance, whilst building positive relationships with local employers to enable clients to move into suitable employment. This post requires you to meet team and individual employment outcomes/KPIs and collate evidence for Fidelity Reviews.

You will work as part of Community Mental Health Team, maintaining positive and integrated relationships, fostering holistic approach to recovery through employment.

The role will involve working directly and indirectly with Jobcentre Plus, employers, trade unions and employment agencies to keep both help people retain employment and secure employment opportunities.

3. DEPARTMENTAL POSITION

The organigram below establishes how the role fits into the rest of the organisation, and key line of accountability.



4. SCOPE AND RANGE

The postholder will provide specialised assessment of individuals works needs and manage the provision and a caseload of people who are referred to IPS and wish to return to, remain in or enter work for the first time.

The postholder will also provide specialised advice, information and support to the individual's employer or learning provider as required. The postholder is responsible for establishing and maintaining links with relevant organisations, employers and individuals to enable people who have mental ill health can access work opportunities.

5. MAIN DUTIES/RESPONSIBILITIES

- To manage a caseload of people who have experienced mental health problems and who wish to retain, return to or regain employment, using evidence based interventions.
- The EA work will be led by and focused on the aspirations of the service user. Considering their strengths, difficulties and employment assets to offer the most effective support.
- Conduct an assessment, discussing the person's job goals and any concerns regarding their capacity for work. It is important at this point to establish a job goal (they may wish to change roles or find a job), job tasks gathering evidence about the individuals' abilities including previous work experience (it could be that a role they did previously may be more suitable). Also important is their confidence to perform tasks and any factors that may be issues for employment and whether the individual has or could develop strategies to address them.
- Where appropriate provide help to find the right job and provide advice and support on training and also how to prepare for employer interviews.
- Aim to identify work solutions that will overcome or minimise difficulties within the workplace. In particular establishing any return-to-work issues, potential behaviour in the workplace, possible work solutions.
- Provide the patient with appropriate tools to enable them to ensure that their needs are met within the workplace. Support to either self-advocate or source an appropriate advocate.
- Be aware of the impact on an individual who is experiencing mental health issues, including loss of confidence, fear of failure etc.
- Be aware that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities. The post holders will have the knowledge to understand the work implications of these conditions.
- Provide a service that is flexible as far as possible in terms of service working hours, enabling, where possible, at least one working session to be run outside 9-5 hours.
- Be responsible for organising and planning own caseload and managing clinical/non clinical time
- effectively to fit with service needs and demands.
- Prepare, organise and run training for employers, others in learning and work organisations and care staff about learning, work and mental health issues.
- Able to communicate clearly and persuasively both verbally and in writing.
- Ability to carry out a range of evaluation and monitoring techniques.
- Skilled at developing good rapport with patients and enabling them to find their own solutions.

5.1 Responsibility for People Management

- To be willing to providing information and training to clinical staff on any area of specialist knowledge relating to employment matters
- To update existing knowledge by attending relevant training opportunities and CPD arranged by the service.

- Keep up to date with the latest updates on employment law, labour market changes and benefits system.
- To keep up to date with accurate information on local resources, facilities, training and employment.
- To attend regular supervision

5.2 Responsibility for financial and/or physical resources

- To ensure that all Trust equipment and resources are used in line with Trust policies.

5.3 Responsibility for administration

- Ensure that all necessary documentation completed, including recording notes from each patient contact on clinical record system.
- Ensure that annual leave, expenses and other job administration is kept up to date and completed on time.
- Basic IT skills including word processing, excel and data base packages.

5.4 Responsibility for people who use our services

- To manage a caseload of people who have experienced mental health problems and who wish to retain, return to or regain employment, using evidence based interventions.
- The work will be led by and focus on the aspirations of the service user. Considering their strengths, difficulties and employment assets in order to offer the most effective support.
- Conduct an assessment, discussing the person's job goals and any concerns regarding their capacity for work. It is important at this point to establish a job goal (they may wish to change roles or find a job), job tasks gathering evidence about the individuals abilities including previous work experience (it could be that a role they did previously may be more suitable). Also important is their confidence to perform tasks and any factors that may be issues for employment and whether the individual has or could develop strategies to address them.
- Where appropriate provide help to find the right job and provide advice and support on training and also how to prepare for employer interviews.
- Aim to identify work solutions that will overcome or minimise difficulties within the workplace. In particular establishing any return to work issues, potential behaviour in the work place, possible work solutions.
- Provide the patient with appropriate tools to enable them to ensure that their needs are met within the workplace. Support to either self-advocate or source an appropriate advocate.
- Be aware of the impact on an individual who is experiencing mental health issues, including loss of confidence, fear of failure etc.
- Be aware that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities.
- Ability to self-reflect, whilst working with patients, in own personal and professional development and in supervision.
- Ability to set clear SMART employment goals with patients.

5.5 Responsibility for implementation of policy and/or service developments

- To contribute, alongside fellow Employment specialists, , to the development of policies to guide the work of ESs
- Ensure there is easily accessible written and electronic information for all the team and people
- using the service about learning and work related issues and services.
- Be involved in developing local policies.
- Assist as requested in producing documents of good practice about the employment of people
- with mental health difficulties.
- Increase engagement of employers through providing support for employers in recruitment &
- retention of staff with mental health issues.
- Network with peers to maintain professional links across the Trust.
- Analyse job tasks and match with an individual's ability to do the job and any work solutions that may be required to develop the match.
- Consider a range of options available for a patient.
- To appropriately escalate any concerns following the identification of risk and safeguarding by adhering to risk management guidance.

5.6 Other Responsibilities

- Assist in audits of clinical activity and evaluative research as required.
- To collect data accurately as part of day to day role, enable audit activity to take place.
- Undertake surveys or audits, as necessary to own work.
- Works to Clearly defined occupational policies. Work is managed, rather than supervised.

6. COMMUNICATIONS AND RELATIONSHIPS

- Offer patients support agreeing a written action plan with the person detailing the steps to be taken to either get back into or retain employment and the appropriate support route. Including abilities, work solutions, preparation for work, disclosure. The action plan should also be SMART (specific, measurable, achievable, realistic, time bound).
- Advocate on behalf of the patient with prospective employers if necessary, aiming to identify work solutions that will overcome or minimise difficulties within the workplace.
- Establish any return-to-work issues, potential behaviour in the workplace, possible work solutions. Employer awareness of the implications under the Equality Act 2010 to make reasonable adjustments, health conditions and employment reactions. Interactions with supervisors and colleagues. Development needs and in work support
- Develop in-depth knowledge of the local labour market, local support and new initiatives, taking into account the needs of the patient to support effective interventions. Including specialist schemes to help with retaining or finding employment.

- Be able to sensitively deal with confidential and complex information regarding an individual's health, education and employment history.
- Work closely with the person using the service ensuring appropriate, prompt, pro-active and clear communication at all times.
- Following Livewell Southwest policies, respond to requests for general information regarding mental health and employment, this may be from employers and members of the public.
- Develop effective working relationships with a range of other agencies who might be better able
- to help individuals to achieve their employment and/or education goals for example, local colleges, training providers and external supported employment services.
- Advocate on behalf of the patient with prospective employers if necessary, aiming to identify work solutions that will overcome or minimise difficulties within the workplace.

7. PHYSICAL DEMANDS OF THE JOB

- This post may involve lone working, working away from base frequently and working without direct supervision.
- Working with people with the full range of mental health issues and associated problems will inevitably mean contact with people who have challenging behaviour.
- As the post involves working across health and non-health services supporting people who are seeking employment or needing support to retain employment, there will be complex situations which will require careful handling.
- This is possible as the postholder will be dealing with complex scenarios i.e. working with people in distress, who are under pressure and needing urgent help.
- The role might involve discussions or giving unwelcome or contentious news to patients/clients/carers/staff.

8. ADDITIONAL INFORMATION FOR ALL POSTS

The post holder is required to comply with all relevant policies and procedures pertinent to their post. Current versions can be found on the intranet or via your manager. The areas listed below are those Livewell Southwest currently places particular emphasis on. Failure to follow correct policies and procedures may result in disciplinary action.

8.1 Risk Management

In accordance with the Risk Management Strategy, employees will participate, whenever required, with the risk management process. They will support line managers by attending mandatory and statutory training, completing incident/accident forms for every adverse event or near miss that occurs, report all defects and complaints, and communicate any dangerous situation to individuals potentially at risk.

8.2 Health and Safety at Work

You must co-operate with those in authority and others in meeting the statutory requirements and in following policies and procedures. A copy of the Health and Safety Policy is available from the intranet or from the Risk Management Department.

You are reminded that in accordance with the Health and Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others affected by your work activities.

You will be notified where your post carries a requirement for immunisation.

You may be required to be able to undertake physical intervention training and participate in physical intervention as part of a physical intervention team and Basic Life Support (BLS).

8.3 Infection Control

Livewell Southwest is determined to eradicate healthcare-acquired infection and puts a great deal of emphasis on the responsibility of all staff to ensure their own personal and others compliance with Infection Control (including Hand Washing) Policies. All staff must comply with infection control policies and guidance, attend relevant updates and report issues of concern to their immediate line manager (if no action or explanation received, then it is the individual's responsibility to escalate their concerns to the Director of Operations or Chief Executive's Office).

8.4 Safeguarding Children and Adults

All employees have a duty to safeguard and promote the welfare of children and adults and are required to act in such a way that at all times safeguards their health and wellbeing. Familiarisation with and adherence to national and local safeguarding adults and children policies is an essential requirement upon all employees. Livewell Southwest has specific safeguarding policies and in addition, employees also have a responsibility to practice and work within the multi-agency policy developed by the Safeguarding Adults Board and the Safeguarding Children Board. Staff are also required to participate in related mandatory/statutory training.

8.5 Research

For clinical posts at bands 5 and 6, there is an expectation that engagement in research will be part of this role. Therefore, an awareness of the value and relevance of research is expected and the post holder should either support existing research within their specialty area as appropriate or identify opportunities to raise awareness of research possibilities. For clinical posts at band 7 and above, the post holder will be required to actively participate in complex audits using research methodology, or participate as required in clinical trials or equipment testing, and will demonstrate high level involvement in local ongoing research projects.

8.6 Sustainability and climate change

All staff are expected to take responsibility for the reduction of carbon emissions within their area of the organisation. In particular this may relate to reducing energy consumption, making low carbon travel choices, consideration of goods and services being purchased, and waste reduction.

8.7 Other

This Job Description is not exhaustive and may change as the post develops, but such change will not take place without consultation between the post holder and their manager. Job descriptions should be reviewed at least annually at the appraisal meeting.

The Working Time Regulations apply to all employees of Livewell Southwest. In particular, Livewell Southwest will not permit staff in all employments to work in excess of 48 hours in any one week except where there are exceptional service needs where an absolute limit of averaging over a reference period of 17 weeks would apply.

Livewell Southwest has adopted NO SMOKING and NO ALCOHOL policies for staff, which applies to all posts. Details of the policy are available on request and will be included in the statement of main terms and conditions of service of staff appointed.

Signature (post holder):

Date:

Signature (manager):

Date:

Date of annual review:

Person Specification

Job Title: Employment Advisor

Department: Individual Placement Support Service

Band 5

Criteria	Essential (<i>minimum standard required</i>)	Desirable (<i>enhance the ability to carry out the role</i>)
Qualifications	Degree in a relevant area or equivalent, relevant experience in employment advice or mental health	Evidence of further qualification or professional CPD relating to employment, employment law, and or mental health. NVQ Level 4 in Advice & Guidance Certificate in Coaching Skills
Knowledge	<p>The post holder will have a good understanding of return-to-work planning.</p> <p>EAs will be aware of the secondary effects on the individual that could be caused by their mental health experience, including loss of employment. The EA will also be aware that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities.</p> <p>The EA will have the knowledge to understand the work implications of these conditions, confidence, fear of failure etc.</p> <p>Knowledge of employment and disability related benefits.</p>	<p>The EA must be aware of and guided by the Job Centre Plus Employment, Health Condition and Disability guide notes.</p> <p>Awareness of the needs of people with MH conditions. The issues surrounding work and the impact it can have on MH.</p> <p>Knowledge of community resources.</p> <p>Knowledge of employment law and the Equality Act 2010.</p> <p>Knowledge of evidence based interventions to support people remain in, return to & gain work.</p>
Experience	Experience of providing vocational/employment support as part of a prior role.	<p>Experience of supporting people with MH conditions into vocational/employment activities.</p> <p>Understanding of the employment needs, barriers and difficulties faced by people with MH conditions.</p> <p>Experience of working in a service where agreed targets are in place, demonstrating specific outcomes.</p>

		<p>Experience of assessing, planning and facilitating activities that focus on recovery and vocational skills.</p> <p>Experience of working with interpreters</p> <p>Experience of working within a multi – disciplinary team</p>
<p><u>Specific Skills</u></p>	<p>Effective written and oral communication skills.</p> <p>Organisational skills.</p> <p>Ability to prioritise and plan own caseload.</p> <p>Ability to assess individual strengths in relation to employment.</p> <p>Ability to adapt activities to be appropriate for the needs of an individual client.</p> <p>Ability to meet agreed/specified service targets.</p> <p>Excellent interpersonal skills.</p> <p>Ability to collect and report data to support service performance and evaluation.</p> <p>Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</p> <p>A caring, responsible and positive approach.</p> <p>Reliable, trustworthy and enthusiastic.</p> <p>Motivated and innovative.</p> <p>Committed to continual quality and service improvement.</p> <p>Self-aware and committed to continual professional and personal development. Able to accept and respond positively to feedback from supervision.</p>	<p>Ability to negotiate with employers on behalf of service users.</p> <p>Ability to be flexible, open and creative in problem solving.</p> <p>Ability to work as part of a multi – disciplinary team.</p>

	Committed to promoting a positive image of people with mental health conditions and learning disabilities.	
<u>Additional requirements</u>	<p>An enhanced DBS Check will be required for this role.</p> <p>Ability to travel independently in accordance with Trust policies and service need.</p>	