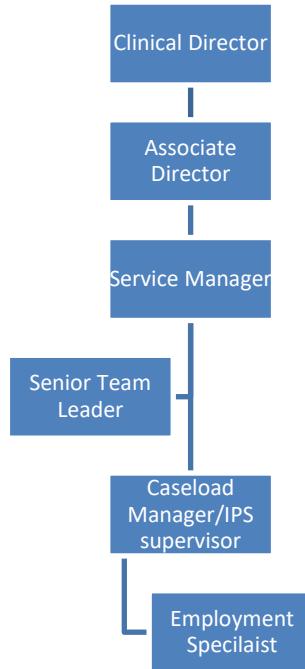


HR Use Only	
Job Ref:	Occ. Code
CHC_24.09-08	

JOB DESCRIPTION

JOB TITLE:	Employment Specialist
PAY BAND:	Band 5
DIRECTORATE:	Community Mental Health Directorate
TEAM/SERVICE:	Step On Team
BASE:	Hope Centre
RESPONSIBLE TO:	Service Manager
ACCOUNTABLE TO:	Service Manager/Head of Directorate
RESPONSIBLE FOR:	Junior Staff

Organisational Chart (*Responsible to/Accountable to/Responsible for*)



Job Summary:

To be a champion of the Trust's Individual, Placement & Support (IPS) Service. To manage a caseload of clients in order to gain and/or retain paid employment through delivering the Individual Placement and Support (IPS) approach to vocational rehabilitation. A key to success will be enabling these clients to successfully make the transition into the labour market and reducing the number of service users who are not engaged in any form of vocational activity. In this role you will work directly with mainstream educational providers and employers to secure education/employment opportunities for service users whilst providing on-going support according to needs therefore to enable people who have experienced mental health problems to gain and retain education/employment.

Liaises with: - Local employers, Jobcentre Plus, DWP employment contractors, Local colleges and educational establishments, Mental Health Teams, Non-statutory organisations, and User / Carer groups Occupational Health, Trust managers, HR, Voluntary sector and Trust training providers, local employment disability employment team (eg Remploy)

Key Duties/Responsibilities

- To effectively manage a caseload of 20-25 people in receipt of Services, in order to facilitate individuals to gain and retain paid employment and/or engage in Higher Education.
- To communicate complex and sensitive information in the form of referrals from Care Coordinators, to meet regularly with Case Managers to co-ordinate and integrate vocational services into mental health treatment.
- To communicate effectively with clients, giving empathy when disclosing sensitive or contentious information, providing reassurance, training and the motivation to move forward and to overcome any barriers to understanding.
- Understanding of a range of work procedures and practises following the Centre for Mental Health's intensive IPS Training course, Motivational Interviewing training and benefits advice programme.
- To keep updated on changing practice within vocational rehabilitation.
- To provide education, share complex information and advice to employers as agreed with the individual, which includes negotiating reasonable adjustments and ongoing contact with employers to ensure job retention.
- Using skills of assessment to make judgements, involving facts or situations; completing documentation including Vocational Profiles and individual action plans in order to assess individual support needs. (Help with benefits, travel to work, and managing client's mental health at work.)
- Plans and organises own caseload, arranging appointments with clients, employers and other professionals in a timely manner to maximise the delivery of an IPS service.
- Works to organise complex activities including the Step On Job Club, client in work support plans, employers meetings and team meetings which require the formulation and adjustment of plans and strategies.
- Engages in supervision, training and personal development activities, consistent with the requirements of the post and individual career goals.
- Planning and Organisation of mental health promotional events and more complex activities, such as presentations regarding IPS to teams and the ongoing development and review of the IPS strategy.
- Manipulation of technical tools in teaching I.T skills and systems to clients with little technical knowledge to facilitate work ready computer skills.
- Using dexterity for highly developed physical skills, where accuracy is important, inputting correct personal data and technical information onto IT systems.
- Transporting clients to interviews and other community resources in a safe and timely manner.

- Implements programmes of care/care packages to prepare individuals for employment, thereby actively supporting and motivating clients to reach their goals.
- To provide individualised, ongoing support to clients once they have secured employment, developing individual in work support plans to sustain employment.
- Take responsibility for client care, advice treatment and guidance into paid employment and the degree of responsibility in maintaining up to date and highly accurate details of records, care and treatment.
- To implement Trust & IPS policies as an Employment Specialist and to propose service changes which impact upon IPS delivery.
- To proactively engage and work with mainstream providers to ensure effective individualised supports are in place for clients. In addition to build positive relationships and work with employers to open up and secure employment opportunities for people who have experienced, or are experiencing mental health problems. In particular ensuring the service is focussed on accessing the hidden labour market.
- To be an integral part of the Vocational Forum, helping to develop vital links with the DWP service development via implementing employment strategy and policy within the organisation through Listening Into Action (LIA).
- To be responsible for the safe use of equipment other than which personally responsible for, within the Step On job club at The Prince's Trust and within City Council Libraries and Colleges. Responsibility for physical assets, the monitoring, safe keeping and ordering of physical resources, business cards, promotional literature and client folders .
- To establish and secure financial resources for client unmet needs, Direct Payments for clients employment needs, securing Supported Permitted Work from the DWP and Access to Work funding for client work related necessities.
- Responsible for providing advice or demonstrating own work activities to new or less experienced colleagues.
- Responsible for recording personally generated information using IT systems to accurately input client records and progress. To ensure that effective referral and information structures related to IPS service delivery are in place.
- Regularly undertakes research and development activity necessary to Step On and the IPS Service. Participate in questionnaires and audits to provide essential client and professional feedback, on the service being provided in order to improve standards and quality.
- To ensure that effective referral and information systems are in place in relation to the monitoring of IPS within the service.
- Work within clearly defined codes of practice, protocols and professional guidelines. Work is supervised and results/outcomes are assessed at agreed intervals.
- Promote the Trust, IPS Service and The Centre for Mental Health Centre of Excellence by providing mentoring and guidance to external Trusts and organisations. Identify individuals' unmet needs and builds new partnerships, securing resources and opportunities to meet client needs.
- Manages own client caseload and mental health team effectively.

- There is frequent requirement for light physical effort for several short periods during working hours. Daily employer engagement requiring moderate physical effort resourcing the hidden labour market and distributing Step On material to local employers.
- Physical effort of transporting technical and promotional equipment to employment events, in order to demonstrate the IPS service where there is frequent requirement to stand in a restricted position for several long periods.
- Frequent requirement to transport clients to employers, organisations and the wider community.
- There is frequent requirement within the role for sustained concentration, when working patterns can be unpredictable.
- Frequent requirement for sustained concentration whilst supporting a group of clients during the Step On job club.
- To work flexibly as required by the individual and the employer, which may require some working out of normal office hours.
- To quickly respond to client situations, deterioration in mental health, interruptions to manage disruptive or unwell clients, anxiety over job interviews, preparing clients to start work, which takes frequent requirement for concentration and rapid responsiveness.
- Frequent exposure to distressing and emotional client experiences and circumstances and the frequent receipt of client referrals exposing Employment Specialists to traumatic circumstances.
- Occasional exposure to highly traumatic circumstances, dealing with difficult client and family situations and clients with extremely challenging behaviour.
- Supporting and motivating clients to deal with highly emotional circumstances in order for them to move forward into paid employment.
- Frequent exposure to unpleasant living conditions when visiting clients in their own homes, dust, dirt, body odour, pets and occasional verbal aggression.

Rider Clause

This is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

Specialist/technical requirements

Knowledge and training in IPS model.

GENERIC CLAUSES

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

Disclosure & Barring Service (DBS)

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE

SIGNATURE: _____

DATE: _____

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	<ul style="list-style-type: none"> • Educated or relevant work experience to degree level or equivalent. • Trained in IPS or willingness to train to diploma level 		Application form / interview / assessment
Experience	<ul style="list-style-type: none"> • Significant experience of working with people who have experienced mental health problems within health, social services. • An understanding of the employment needs and difficulties of people who experience mental health problems. • Experience of helping people to obtain or keep education / work 	<ul style="list-style-type: none"> • Experience and knowledge of welfare benefits and all disability / employment related benefits. • Personal experience of mental health problems • Experience of working with service users who has experienced a first episode of psychosis. 	Application form / interview / assessment
Knowledge and skills	<ul style="list-style-type: none"> • Excellent interpersonal skills, able to engage service users, their families/friends. Good facilitation skills • Good presentation skills • Good marketing skills • Good negotiation skills and persuasive style • Basic counselling skills • An ability to initiate and develop relationships with employers whilst being astute to their needs. • An ability to work independently, reliably and consistently • Vocational assessment and profiling • Working knowledge of a broad range of occupations and jobs • An understanding of the principles and practice of supported employment • An understanding of the employment needs and difficulties of people who experience mental health problems. • Ability to develop relationships with clients, staff and carers 	<ul style="list-style-type: none"> • Word-processing/computing skills • Report writing skills • Solution focused therapy skills • Equalities Act <p>Disability and special needs issues in relation to employment / education</p>	Application form / interview / assessment
Other	<ul style="list-style-type: none"> • A Ability to see solutions rather than problems • A preparedness to work flexible hours through prior arrangement as the needs of the job dictate (e.g. some evenings). • The post involves a significant amount of travel, sometimes conveying service users from place to place across a wide area. Post holder must be able 		Application form / interview / assessment

	to meet these travel requirements in a cost effective and timely manner.		
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