

JOB DESCRIPTION

JOB DETAILS

Job title: Employment Specialist
Job code: GHC623
Band: 5
Location:
Accountable to: IPS Service Manager

JOB PURPOSE

The Employment Specialist will join an Individual Placement and Support Team (IPS) working under the direction of the IPS Service Manager. To deliver IPS as part of the holistic recovery plan for mental health service users.

The post holder will work directly with employers to secure employment opportunities for people who have experienced mental health problems, and subsequently provide ongoing support depending on employee's and employer's needs. The aim will be to enable people who have experienced mental health problems to gain and retain paid employment.

Additionally, the post holder will work directly with all relevant stakeholders: the service user, Employment Specialist colleagues, community staff, Consultant Psychiatrists and employers – the aim is to enable the majority of the service users on the caseload to gain and retain paid employment

DIMENSIONS

- The post holder will be required to manage a caseload of between 20-25 people at any one time who have experienced severe mental health issues and are currently unemployed.
- The Employment Specialist will be expected to deliver the IPS approach, working directly with all relevant stakeholders.
- The Employment Specialist will support service users to gain and retain paid employment, meeting targets of two new jobs monthly

CORE KEY RESPONSIBILITIES

- To manage a caseload of up to 20-25 service users at any one time who are currently off work / unemployed / receiving specialist mental health services and who wish to return to work. To provide cover support to Localities with high levels of referrals, complex cases, or where there is a disruption to service due to illness or recruitment.

Being responsible for service users wishing to return back to work who have been referred by Recovery Teams/service colleagues.

- To assess and assist the individual's work-related support needs e.g. travelling to work, purchase of new/appropriate clothing as required.
- Build relationships with clinical teams to generate referrals and create collaborative working partnerships with clinicians where employment support is integrated into mental health treatment.
- Build a multi-disciplinary approach to the return to work. For example, involve clinical staff (where relevant) in managing symptoms at work, medication reviews and supporting rehabilitation needs e.g. social skill development, budgeting, travel training etc.
- To prepare individuals for a return to work by supporting service users to understand their skills, aspirations and goals through vocational profiling and action planning. Meet and exceed job outcome targets for service users.
- Focus on rapid job search with the service user, whilst utilising local support networks to help them overcome their barriers to employment.
- Source meaningful paid job opportunities for service users through tailored job search and regular contact with employers. Spend time getting to know local employers, in order to negotiate job opportunities in the hidden labour market that meet each individual's strengths, needs, abilities and preferences.
- When placing service users with employers, ensure that the quality of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills.
- To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals, for example local colleges, training providers and external supported employment services
- To provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
- To provide individualised support to service users once they have returned to work to assist them in sustaining employment.
- To maintain a professional relationship with the service users of the programme and with key internal and external stakeholders, with particular attention to confidentiality and the maintenance of boundaries.
- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation
- To undertake mandatory training as required including training in the IPS approach
- To actively participate in own continuous professional development
- To ensure that all relevant policies are implemented such as information governance, safeguarding etc.
- To regularly collect and promote service user employment recovery stories

SPECIFIC KEY RESPONSIBILITIES

- To adhere to administrative and data capture protocols which record the progress of individuals. To keep accurate and complete records of casework.
- Spend time getting to know local employers in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences. Demonstrating 6-8 contacts a week.
- Attend Recovery team meetings weekly

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Services users
- Recovery Teams
- Local Employers
- Other organisations providing employment support
- Job Centre Plus
- Other internal/external agencies
- Department of Work and Pensions

EFFORT AND HEALTH & SAFETY FACTORS

- Frequent lone working, occasionally in areas where personal safety may be compromised
- Occasionally working with people in distress who may be hostile, confused or have difficulty communicating and as a result may pose a risk to themselves or others

MOST CHALLENGING PART OF THE JOB

- Providing high quality service, within the principals of the IPS Model, to an identified service user group who have experienced mental health difficulties.
- To meet challenging performance targets as set by NHS England, recording data into a live IPS data collection tool
- Re-prioritising of clinical and administrative tasks each day based on need.
- Working within a rapidly changing service, within budgetary limits.
- Providing a vocational service across a potentially wide geographical area which includes rural and urban locations.
- Potentially dealing effectively with complex and sensitive information which may be contentious. This may result in conflict, resistance and therapeutic confrontation particularly where there is a barrier to understanding.
- Occasional exposure to distressing or emotional circumstances.
- Reacting positively and proactively when high risk situations arise.
- Difficulty in providing high quality vocational care to service users with complex, sometimes severe mental illness when available resources often do not meet their needs.
- Working in potentially uncomfortable/unpleasant physical conditions. (I.e. working with service users whatever their working environment may be).
- Working in physically cramped conditions, with service user in whatever their work environment may be.
- Operating equipment/machinery (working with service user in whatever their working environment may be).

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Senior Managers

Under Section 11 of the Children Act, senior managers have a duty to safeguard and promote the welfare of children and young people. There should be a culture of listening to children and taking account of their wishes and feelings (with individual decisions and development of service); effective inter-agency working with awareness of information sharing procedures; safe recruitment and effective Allegations Management procedures in place.

Under The Care Act 2014, there is a requirement to demonstrate compliance with the 6 key principles of the Act: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability in relation to Safeguarding Adults – Making Safeguarding Personal.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

On Call Rota (Band 8a and above only)

The Trust provides an on-call rota to ensure that appropriate senior clinical and operational expertise is available on a 24 hours a day, 7 days a week basis, so that significant issues are managed, patients receive continued quality of care and staff on duty out of hours and at weekends have access to the right support at all times. You are therefore required to participate in the Trust's on-call rota (clinical or operational) subject to an assessment of knowledge, skills and experience. Full training and support will be provided.

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Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

PERSON SPECIFICATION

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Band: 5

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Accountable to: IPS Service Manager

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Educated to degree level or equivalent or equivalent level of knowledge	E	Application
Experience or knowledge of recruitment/employment	E	Application/interview
Knowledge and experience of recovery and social inclusion principles	E	Application/interview
Trained in IPS approach	D	Application/interview
Level 3 Diploma in Employability Services Sector	D	Application
Mental Health First Aid Qualification	D	Application
NVQ level 3 in care or learning disability related	D	Application

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Experience of working in supported employment services	E	Application
Experience of working with people with mental health problems or a similar service user group	E	Application
An understanding of employment and challenges for people who have mental health experiences	E	Application/interview
Experience of partnership working, negotiation and liaison work with other agencies	D	Application/interview
Experience within health, voluntary sector or employment, working with people who have mental health issues	D	Application/interview

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Knowledge of disability and special needs issues, policies and legislation in relation to employment	E	Interview
Good understanding of the principles and practice of supported employment	E	Interview

Able to use IT and tools such as MS Word, PowerPoint and Excel	E	Interview
Knowledge of Individual Placement and Support in employment model	E	Interview
Able to work within the philosophy and keep within the IPS model.	E	Interview
Ability to engage with service users and carers.	E	Interview

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Naturally interested in and energised by working with and talking to people	E	Interview
Non-judgemental and trustworthy	E	Interview
Capability to be warm and empathetic whilst respecting professional boundaries	E	Interview
Passion and drive to make a positive difference to people's lives	E	Interview
Belief that people with mental illness can gain and sustain meaningful work	E	Interview
Instil hope and empower others to own their experience and choices	E	Interview
Responds positively to failure and is able to translate it into a valuable learning experience	E	Interview
Patient and empathetic to others' situations without imposing own experiences or beliefs onto others	E	Interview
Reliably deliver excellent results and go the extra mile for service users and employer	E	Interview
Self-aware of personal strengths and weaknesses and actively invest in personal and professional development	E	Application/interview
Ability to undertake all statutory and mandatory training including Breakaway (subject to Occupational Health clearance)	E	Application/interview

OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Flexibility to travel within the region	E	Application/interview
Flexibility to working out of 'normal office' hours	E	Application/interview
Able to attend and participate in all mandatory and statutory training events	E	Application/interview
Full driving licence with access to own vehicle for business purposes.	E	Application/interview
Lived experience	D	Application/interview