

JOB DESCRIPTION

Job Details

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| Job Title: | EMPLOYMENT SPECIALIST- Early Intervention IPS |
| Band: | 5 |
| Directorate: | ADULT |
| Department: | Workways, Supported Employment Team |
| Base: | Early Intervention Team Base in either North/Mid or Exeter/East Devon |
| Responsible To: | WORKWAYS MANAGER |

Job Purpose

The post holder works as part of the Workways team in line with the Individual Placement and Support (IPS) evidence based best practice in VRS. The post holder also provides specialised vocational assessment of individuals learning and work needs. The post holder will manage a caseload of no more than 20 people (per wte) who are supported by the Early Intervention Team, experiencing mental health problems and wish to enter or remain in employment in line with IPS principles. Working with people in an individualised way to help them achieve their own employment and/or education goals, the post holder will be pro-active in their engagement with people on their caseload. The post holder will provide advice, information and support to the individual and to their employer/educator and mental health worker. The post holder is responsible for establishing and maintaining links with relevant organisations, employers and individuals to enable people who have mental ill health to obtain paid work.

This post may involve lone working, working away from base frequently and working without direct supervision. Post holder will be based in Early Intervention team base in either North/Mid or Exeter/East Devon.

Duties and Responsibilities

Communication and Working Relationship Skills

Be the linked Employment Specialist with Early Intervention Teams in either North/Mid or Exeter/East Devon.

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.

Liaise regularly with mental health services workers, users and carers groups and other health related agencies over learning and work issues.

Carry out all components of supporting clients on caseload with education goals.

Establish, maintain and nurture employer contacts with the aim of increasing options for people to find employment. Aim to contact at least one new employer every week.

Promote the benefits of employing and supporting people with mental health issues to Employers

Promote the benefits of mainstream education for clients on caseload with education goals.

Support employers to enable the person using the service to sustain their position. This will involve regular communication with employers and others to provide advice, guidance and training on how to manage a particular situation.

Be available on the end of the phone for advice and support to employers/educators and others as required

Promote and publicise Workways to learning and work providers and the wider community by giving talks or presentations as agreed with service manager.

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 DPT policies, respond to requests for general information regarding mental health and employment, this may be from employers and members of the public

Keep the Workways team informed of current work to ensure continuity of work at times of absence.

Work closely with the whole Workways team and cover others work as needed, this may include covering admin and reception duties at times of staff shortages.

Analytical and Judgemental Skills

Following assessment of a new applicant to the service, offer the most relevant interventions in line with the IPS approach.

Monitor progress with clinical outcomes of own caseload and report monthly to team lead on these to ensure accurate onward reporting.

Planning and Organisational Skills

Ensure effective use of resources within own work.

Be responsible for organising and planning own caseload and managing clinical/non clinical time effectively to fit with service needs and demands

Working with another team member, prepare, organise and run training for employers, others in learning and work organisations and care staff about learning, work and mental health issues.

As required take a lead in planning and running of recovery courses and groups for people who use the service such as Preparing For Work.

Work flexibly to meet individuals needs and this may require some working out of 'normal office' hours.

Responsibility for Patient/Client Care, Treatment and Therapy

At all times work in a recovery-focussed way.

Manage a caseload of people (of no more than 20 people per whole time equivalent worker) who have mental health issues and who wish to find paid work or commence mainstream education

Work pro-actively with the person using the service with the ultimate goal of helping them find and retain paid work.

Provide IPS vocational assessment for individual applicants to Workways.

Work with the person using the service to explore their areas of strength, development needs, barriers to progression, learning and work needs and so on to draw up a plan of action and their next best step.

Co-write all action plans with the person using the service, then monitor and evaluate these plans in order to measure progress and effectiveness of all interventions.

Regularly review the agreed action plan with the person using the service, seeking to assist them to progress with their vocational goals.

Provide interventions to assist the individual in problem solving, confidence building and improving work related skills

Provide support in the work place for each person using the service to enable them to have the best possible chance of succeeding in the position.

Provide individualised, on-going support and advice to individuals once they have secured employment to assist them in sustaining employment.

Maintain a professional relationship with the people using the service with VRS staff, with mental health staff, employers and with particular attention to confidentiality and maintenance of professional boundaries.

Plan and implement recovery courses or groups as required. This involves running group sessions on topics such as interview techniques, c.v. writing or assertiveness, for example.

Be able to work with people who have additional problems such as learning difficulties, physical conditions or injuries.

Responsibility for Policy and Service Development Implementation

Ensure up to date knowledge of, and adherence to, the Individual Placement and Support

approach, in relation to Early Intervention to helping people find employment or commence education.

Keep Workways informed of current VR issues and keep up to date with examples of evidence-based practice and government initiatives and mandates.

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

Responsibility for Finance, Equipment and Other Resources

Ensure all resources are used safely, efficiently and effectively, bringing to the service managers attention any areas where this might be improved

May handle small amounts of petty cash on occasion.

May be a purchase card holder

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

Provide informal and ad-hoc clinical support and supervision to the administration team as required

Supervise students on placement as agreed with service manager.

Assist with the induction of new staff

Responsibility for Information Resources and Administrative Duties

Maintain up to date and accurate statistics, clinical records, service deficits, training given, outcomes of contact, and any other information needed for the ongoing evaluation of the service.

Regularly use IT systems for inputting of data, e-mailing, internet and word processing.

Assist in reviewing the teams administration processes to ensure they are fit for purpose, raising any concerns with team lead or service manager.

Responsibility for Research and Development

Take an active part in reviewing and developing new working practices in line with current evidence based practice

Participate in staff surveys

Take an active role in conducting clinical audits

Freedom to Act

In line with policies and procedures, work under the general supervision of the appointed supervisor making independent decisions on a day to day basis.

Any Other Specific Tasks Required

Using the Trusts core training requirements and the Workways team development checklist, participate in a range of learning opportunities to ensure own skills and knowledge are up to date.

Have monthly professional, clinical and managerial supervision of work

Have yearly personal development and review meetings and six monthly reviews.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

Equality & Diversity

Devon Partnership NHS Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community regardless of age, disability, sex, race, religion or sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. The Trust expects all staff to behave in a way which recognises and respects this diversity in line with the appropriate standards.

Recovery

It is a requirement of all employees to have an understanding of the broad principles of the Recovery Approach and to incorporate them into every aspect of their work in support of the Trust's aim to provide services that support people's recovery through being holistic and promoting social inclusion, self management, personal autonomy and independence.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance, Compliance and Performance

The post holder will be responsible for proving that the Care Quality Commission outcome areas have been met in all registered/related activities for which the post holder is responsible. Where outcomes are not met the post holder is expected to put in place/recommend action to improve. The post holder will proactively seek and engage the support of the governance teams in the Compliance and Corporate Development directorate to gather information as required. The post holder will build an understanding of and adhere to the CQC guidelines as well as the Trust's guidelines on the approach to maintaining CQC registration.

Prevention and Control of healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when can be identified as Devon Partnership Mental Health Trust staff.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. It is your responsibility to read and familiarise yourself with all policies relevant to your job role. These are grouped into two sections, HR and Clinical and can be found on the Trust intranet site or via your line manager. You will also be required to comply with any training needs that arise from reviews or variations of policies and procedures.

Safeguarding

Safeguarding is part of everyday practice and all Trust employees are required to work in accordance with policies, procedures and professional codes to safeguard people who use our service, their children, families and carers from abuse. Staff must be aware of any children that live with, or have contact with, the person in their care, promoting the Child's welfare and ensuring their needs have been taken into account as part of the overall assessment and practice process, engaging other agencies as appropriate. All staff should have the knowledge and skills to work in such a way as to reduce the likelihood of abuse, be alert to, and take appropriate action in relation to, safeguarding issues. Where staff are unsure what appropriate action to take, they should always escalate their concerns and speak to a senior member staff.

PERSON SPECIFICATION

This is a specification of the qualifications, skills, experience, knowledge, personal attributes and other requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description).

| REQUIREMENT | ESSENTIAL/ DESIRABLE | HOW ASSESSED |
|--|--|-------------------------|
| <p><u>QUALIFICATIONS & TRAINING</u></p> <p>Degree in either occupational therapy, careers guidance, vocational rehabilitation or related subject and/or</p> <p>Educated to degree level or equivalent experience</p> <p>Equivalent experience should demonstrate knowledge, skills, and behaviours aligned with IPS competencies and values:</p> <p>a) Employment Support Experience</p> <p>b) Mental Health or Social Care Experience</p> <p>c) Community Engagement</p> <p>d) Transferable Skills and qualities</p> <p>NVQ 4 in Advice and Guidance</p> <p>Certificate in Coaching skills</p> <p>Willing to work towards a specific level Vocational Rehabilitation/IPS qualification</p> | <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> | <p>Application form</p> |

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| <p><u>KNOWLEDGE</u></p> <p>Knowledge of the IPS approach to supported employment in relation to Early Intervention Services</p> <p>Knowledge of the employment /education needs and possible difficulties of people who experience mental health problems.</p> <p>Understanding of mental health conditions</p> <p>Understanding of current mental health services</p> <p>An understanding of the current research and thinking about vocational rehabilitation services</p> <p>Understanding of Recovery principles</p> <p>Understanding of practice and principles of risk assessment</p> <p>Current awareness of relevant Benefits</p> <p>Current awareness of Government employment/training schemes</p> <p>Working knowledge of Equality Act</p> <p>Working knowledge of employment law</p> <p>Good understanding of health and safety at work issues</p> <p>Knowledge of groupwork theory</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> | <p>Interview and presentation</p> |
| <p><u>EXPERIENCE</u></p> <p>Some experience of specifically assisting people to find paid employment</p> | <p>Desirable</p> | |

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| Some experience of working in a mental health and/or employment specialist role. | Desirable | |
| Has practised the IPS approach to supported employment | Desirable | |
| Experience of working in a range of jobs | Desirable | |
| Experience of running groups/delivering training | Desirable | |
| Personal experience of mental health issues | Desirable | |
| SKILLS & ABILITIES | | |

| <u>Communication and Working Relationship Skills</u> | | |
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| Ability to demonstrate highly developed verbal communication skills in order to develop on-going relationships with people who use the service, clinical team workers and employers. | Essential | Interview, CV and presentation |
| Good written communication skills for example for report writing, assisting people to complete job applications and letter writing | Essential | |
| Persistence and perseverance when engaging with people who use the service and with employers | Essential | |
| Enthusiasm for and genuine interest in vocational rehabilitation | Essential | |
| Excellent all round interpersonal and networking skills, being able to develop community networks with people who use the service. Able to approach and work with employers. | Essential | |
| Able to be appropriately directive and encouraging to people using the service | Essential | |
| Non-judgemental, to appropriately work with people with varying needs, experiences and backgrounds | Essential | |
| Supervisory skills, relates to other team members and people who use the service | Desirable | |
| Motivational interviewing skills | Desirable | |
| Presentation skills to be able to present confidently and professionally to, for example, employers, and other services about Workways | Desirable | |
| Training/facilitation skills, to run, for example, training for other organisations or recovery courses or groupwork for people who use the service | Desirable | |
| Arbitration/mediation skills, for example to be able to mediate with an employer | Desirable | |

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| <p><u>Analytical & Judgemental Skills</u></p> <p>Can demonstrate a Recovery focus</p> <p>Committed to people who use the service being able to find/retain paid work</p> <p>Problem solving and lateral thinking skills, being able to think on the go, address problems as they occur and work in a solution focussed way</p> <p>Ability to work on own initiative, being able to take appropriate decisive action when working with employers and people who use the service</p> <p>Ability to reflect on and critically appraise own performance, being aware of own strengths and weaknesses and address these</p> <p>Professionalism, at all times present self and represent the team in a professional and appropriate manner and be able to maintain professional boundaries</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> | <p>Interview, CV and presentation</p> |
| <p><u>Planning & Organisational Skills</u></p> <p>Excellent organisational skills, can be relied upon to produce work in a timely manner</p> <p>Good self management skills, balance the demands of team working and being an independent practitioner.</p> <p>Punctual.</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> | |

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| <p><u>Physical Skills</u></p> <p>Mobility throughout the geographical area</p> <p>Competent levels of IT skills e.g. Word Processing/E-mail/Internet/Powerpoint/Excel</p> | <p>Essential</p> <p>Essential</p> | |
| <p><u>Other</u></p> <p>An Enhanced DBS Check will be required for this role.</p> <p>Current professional HPCC registration will be required if qualified as an OT</p> <p>Commitment to CPD</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> | |

SUPPLEMENTARY INFORMATION

| Physical Effort | Yes | No | If Yes Specify Details Here (include duration & frequency) |
|--|-----|----|--|
| Working in uncomfortable/ unpleasant physical conditions | | X | |
| Working in physically cramped conditions | | x | |
| Lifting weights, equipment or patients with mechanical aids | | X | |
| Lifting or weights/equipment without mechanical aids | | x | |
| Moving patients without mechanical aids | | X | |
| Making repetitive movements | | x | |
| Climbing or crawling | | x | |
| Manipulating objects | | X | |
| Manual digging | | x | |
| Running | | X | |
| Standing/sitting with limited scope for movement for long periods | | X | |
| Kneeling, crouching, twisting, bending or stretching | | X | |
| Standing/walking for substantial periods of time | | X | |
| Heavy duty cleaning | | X | |
| Pushing/pulling trolleys or similar | | X | |
| Working at heights | | X | |
| Restraint i.e. jobs requiring training/certification in physical interventions | | X | |

| Mental Effort | Yes | No | If Yes Specify Details Here (include duration & frequency) |
|--|-----|----|--|
| Carry out formal student/trainee assessments | x | | Occupational therapy students, work experience and other students on placement |
| Carry out clinical/social care interventions | X | | This is a specialist clinical post |
| Analyse statistics | | X | |
| Operate equipment/machinery | | x | |
| Give evidence in a court/tribunal/ formal hearings | X | | It is possible on an occasional basis |
| Attend meetings (describe role): | X | | Participate in the clinical meetings on a regular basis Participate in the business meetings Take a lead in staff team training days as requested Chair meetings as requested, e.g peer supervision Take notes/minutes of meetings as requested Arrange and Chair mediation meetings with employers |

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| Carry out screening tests/ microscope work | | X | |
| Prepare detailed reports | x | | E.G. Clinical reports, formal employment hearing related reports, |
| Check documents | X | | For example on behalf of a person using the service in an employment situation |
| Drive a vehicle | X | | Local, regional and national travel is part of the role as at times is transporting clients |
| Carry out calculations | X | | Involved in doing Benefits calculations for person using the service |
| Carry out clinical diagnosis | | X | |
| Carry out non-clinical fault finding | | X | |

| Emotional Effort | Yes | No | If Yes Specify Details Here (include duration & frequency) |
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| Processing (e.g. typing/transmitting) news of highly distressing events | | X | |
| Giving unwelcome news to patients/ clients/carers/staff | X | | This could, for example, relate to the outcome of a job retention situation when the Employment Specialist is working with person using the service and employers. |
| Caring for the terminally ill | | X | |
| Dealing with difficult situations/ circumstances | X | | A whole range of possible situations relating to mental health needs or the employment situation. Engaging people with complex mental health needs. |
| Designated to provide emotional support to front line staff | X | | Supporting admin staff in their work with people using the service. |
| Communicating life changing events | X | | This could relate to the outcome of a job retention situation when the postholder is working with person using the service and employers. |
| Dealing with people with challenging behaviour | X | | Management of person using the service whilst engaged in their work with the Service. |
| Arriving at the scene of a serious incident | | X | |

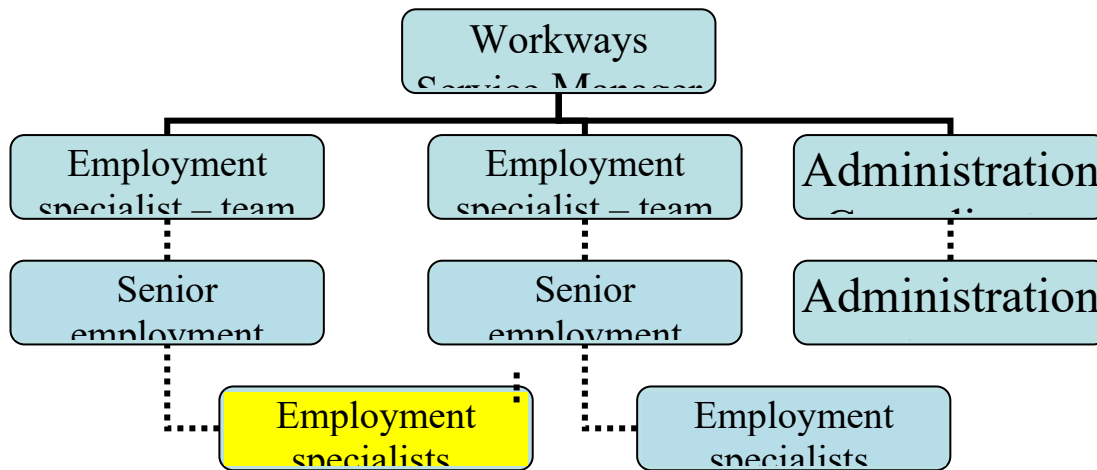
| Working Conditions | Yes | No | If Yes Specify Details Here (include duration & frequency) |
|--------------------------------------|-----|----|--|
| Inclement weather | | X | |
| Excessive temperatures | | x | |
| Unpleasant smells/odours | X | | The postholder may need to work alongside a client in whatever their work environment might be. We work with people whose self care can be poor. |
| Noxious fumes | | X | |
| Excessive noise &/or vibration | | x | |
| Use of VDU more or less continuously | X | | There is large amount of use of a computer for Rio, clinical documentation, communication through emails, use of internet to assist the person using the service in job searching for example, and doing training powerpoint presentations. This is generally everyday and could be for 2-3 hours at a time. |

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| Unpleasant substances/non-household waste | | X | |
| Infectious Material/Foul Linen | | X | |
| Body fluids, faeces, vomit | | X | |
| Dust/dirt | | X | |
| Humidity | | X | |
| Contaminated equipment or work areas | | X | |
| Driving/being driven in normal situations | X | | Local, regional and national travel is part of the role To visit employers, transport people to appointments, attend meetings and so on |
| Driving/being driven in emergency situations | | X | |
| Fleas or lice | | X | |
| Exposure to dangerous chemicals/ substances in/not in containers | | X | |
| Exposure to aggressive verbal behaviour | X | | Potential for exposure as in any mental health community setting |
| Exposure to aggressive physical behaviour | X | | Potential for exposure as in any mental health community setting |

Job Profile Agreement

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| Agreed and Signed: | (Manager) | Date: | |
| Print Name: | (Manager) | | |
| Agreed and Signed: | (Post Holder) | Date: | |
| Print Name: | (Post Holder) | | |
| Date Role Description is Effective From: | | | |

DEPARTMENT ORGANISATIONAL CHART



Department Core Purpose:

Workways works with people who have paid work as their ambition (retaining or attaining) but need specialist mental health employment advice, support and intervention to achieve this