

Job Description

Job Title: Connect to Work IPS Employment Specialist

Responsible to: Line Manager

Job Summary

Employment Specialists work with clients (managing a caseload) who have health support needs, to assist them in securing sustainable paid employment in line with their preferences. Employment Specialists deliver the Individual Placement and Support (IPS) approach (for which training will be given); providing person-centred advice and guidance to clients, whilst building positive relationships with referral partners and relevant local employers to enable clients to move into suitable employment.

Employment Specialists work as part of a multidisciplinary team within primary care networks, maintaining positive and integrated relationships, fostering a holistic approach to recovery through employment.

Main Duties & Responsibilities:

Core Responsibilities:

- Manage a caseload of up to 25 clients who have health support needs who are motivated to start/return to work
- Deliver the Individual Placement and Support (IPS) approach for which training will be given
- Meet and support clients to understand their key skills, aspirations, and goals through completing a Vocational Profile and produce an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, interview techniques and career development
- Assess client's support needs related to work which may include benefits/welfare advice, disclosure of health symptoms etc, and provide support & guidance
- Attend regular multidisciplinary team meetings with key partners as an embedded IPS practitioner
- Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities
- 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
- Build relationships with colleagues in multidisciplinary teams to promote service, engage and generate referrals and create collaborative working partnerships (promoting employment as a positive intervention in the recovery journey)
- Once employment has been secured, continue to provide quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment
- To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework
- To work independently, reliably and deliver consistently to deliver effective IPS practice

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- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation
- To obtain relevant feedback from service users to drive service improvements
- To collect employment recovery stories from people accessing the service
- Ensure that all relevant policies are implemented such as information governance, safeguarding etc
- Participate in continuous learning about health conditions, their impact and how they can be managed and undertake mandatory training as required
- Work flexible hours as required.

Relationship Management:

Establish positive and integrated relationships with clinical teams, employers, and other service providers. This includes:

- To build and maintain employer relationships and maintain employer engagement database
- Arrange regular meetings with clients to monitor and review progress pre and post-employment
- Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences
- To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for the organisation
- Work with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the workplace – this can include exploring 'job carving' i.e., carving small slices of work from the duties other staff do not have time to do
- To develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals. This may include local colleges and training providers.

Other Responsibilities

- Be conversant and ensure full compliance of all company policies, procedures, and statutory requirements with particular reference to Health & Safety (including Safeguarding), The Prevent strategy, Equality / Diversity, 'Access for All', Discipline and Grievance
- Ensure, where appropriate, premises are kept in good order, maintaining compliance with statutory requirements
- Be prepared to work at other locations / contracts to share good practice and cover absence as necessary
- Prepare, deliver, or participate in any appropriate learning or development programmes or courses as required by the company; this includes any staff meetings
- To maintain continual professional development
- To carry out all duties and responsibilities, whether specified above or otherwise, in a manner that will at all times promote and support the company's objective of achieving continuous quality improvement in all aspects of its business
- To undertake any other duties in line with the company business needs.

Equality & Diversity

We are committed to promoting equality of opportunity for all and we value the diversity of our staff and customers and strive to create positive working relationships, so that everyone can work to the best of their abilities, free from discrimination, prejudice, harassment, or

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victimisation. Everyone has a contribution to make, and our services can be improved by harnessing the skills and contributions from customers, staff, and the community.

We welcome applicants with lived experience and encourage applications that reflect the relevance to the post.

Successful candidates will be subject to satisfactory references and enhanced DBS check.

The attached job description has been agreed by the post holder as an accurate reflection of the roles and responsibilities of the post.

NAME:

SIGNATURE:

DATE:

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Person Specification

Education & Qualifications:

Essential –

- Level 2 English and Maths as a minimum
- Educated to a degree level or equivalent experience.

Overseas equivalent qualifications will be accepted.

Desirable –

- Trained in IPS approach
- Level 3 Diploma in Employability Services Sector Qualification
- QCF in Advice & Guidance (Level 3).

How Assessed –

- Application and certificates.

Knowledge & Experience:

Essential –

- An understanding of the employment needs, and challenges faced by people who experience health difficulties
- Developing a knowledge of a broad range of occupations and jobs
- Able to use IT and tools such as MS Word, PowerPoint, and Excel
- Experience/understanding of working with people with health support needs, or a similar client group within health, social services, or the voluntary sector
- Experience of working with someone on a one-to-one basis
- Experience of managing multiple tasks at any one time
- Experience of working assertively to influence decision makers.

Desirable –

- Knowledge of the benefits agency and all disability/ employment related benefits
- Experience of supporting people to obtain or keep work
- Experience of working within health services
- Own personal lived experience of recovery from health difficulties
- Previous experience of delivering a service using the IPS model is a bonus
- Proven experience of meeting and exceeding outcomes and targets.

How Assessed –

- Application and interview.

Skills & Abilities:

Essential –

- Good motivational, communication and listening skills
- Outstanding interpersonal skills and ability to build rapport with a range of people
- Good organisational ability
- Natural ability to build close, trusting, and productive relationships with people
- Team orientated and works collaboratively within a mixed-disciplinary team
- Ability to work independently and use initiative to develop and promote a service.

How Assessed –

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- Applications and interview.

Personal Qualities:

Essential –

- Non-judgemental and trustworthy
- Empathy with the needs of those with health support needs
- Passion and drive to make a positive difference to people's lives
- Highly motivated with a genuine belief that someone with a health condition can find paid employment
- Resilient and tenacious to not give up despite setbacks and frustrations
- Self-aware of personal strengths and weaknesses and actively invest in personal and professional development
- Willingness to travel within the region.

How Assessed –

- Interview and references.

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