

**Employment Advisor – Connect To
Work (Individual Placement
Support Employment Advice)**

April 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
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Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Employment Advisor – Connect To Work IPS Employment Project

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.hertsmindnetwork.org/vacancies/employment-advisor/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Carys Norman at the above address or by email to recruitment@hertsmindnetwork.org

Closing date for receipt of applications is Sunday 17th May 2026.

Interviews to be held on Tuesday 26th May at our Watford Wellbeing Centre.

Yours sincerely

Carys Norman

Director of Children & Young People, Crisis and Counselling



HOPE



TOGETHER



COURAGE



RESPONSIVE

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



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Job Description

Job title:	Employment Advisor – Connect To Work (IPS Employment Advice)
Reference Number:	350
Salary scale:	£29,400 per annum
Contracted hours:	37.5 hours
Working base:	One of Hertfordshire Mind Network’s (HMN) Wellbeing Centres
Reports to:	Team Lead – Connect To Work (IPS Employment Advice)
Contract length:	Permanent
Checks needed:	DBS and two satisfactory references

Background of Post

Herts Mind Network is a new delivery partner of Hertfordshire’s Connect To Work programme, overseen by Step2Skills, Hertfordshire County Council.

We are seeking four highly motivated, organised and compassionate Employment Advisors, to deliver the countywide Connect To Work programme in our new Employment workstream. In this highly rewarding role, you will be responsible supporting individuals experiencing mental health problems, and those facing complex barriers, to secure and sustain meaningful paid employment.

This position is part of the Connect to Work programme — a voluntary Supported Employment initiative funded by the Department for Work and Pensions. You will deliver the Individual Placement and Support (IPS) model, offering tailored advice and guidance to individuals, while also building strong partnerships with local employers to create opportunities aligned with individuals’ skills and aspirations.

To learn more about the Connect to Work programme, please see the following link [Connect to Work](#)

Purpose of Post

As an Employment Advisor you will deliver the IPS model to to meet individuals regularly to understand an individual’s skills, strengths and goals; developing clear action plans; provide practical support; and co-create personalised action plans.

The programme provides structured, 1:1 and group based person centred support to build confidence, motivation and resilience, to help individuals work towards clear, work-related goals.

You will also engage with employers to identify suitable opportunities, arrange interviews, and offer ongoing support to both individuals and employers to promote successful job retention; whilst advocating for individuals to de-stigmatise mental health.

You may also work with a small number of individuals who are already in work to sustain and thrive in their employment.

As an Employment Advisor you will be responsible for:

- Delivering effective 1:1 and group person centred employment support to individuals looking for work
- Delivering effective 1:1 and group person centred employment support to individuals looking to continue with work
- Liaising with employers to seek opportunities for individuals
- Accurate and timely record keeping to demonstrate activity and impact
- Ensuring high-quality support is delivered at all times, aligned with HMN values

Accountability

You will be line managed by the Team Lead – Connect To Work at HMN but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To support a caseload of 20-25 individuals at any one time.
- Receive referrals, assess employment needs and develop person-centred support plans, related to employment, collaboratively with individuals.
- Deliver employment related support through one to one, and group sessions, helping individuals identify job goals, ambitions, interests and skills.
- Development of an action plan with the person, outlining goals, actions and timelines; then regular review of progress/updating of the action plan as the individual progresses through support.
- To be the first point of contact for individuals you are supporting.
- Provide information on unemployment benefits, Jobcentre Plus services, labour market trends and local recruitment practices.
- Track progress towards employment or work related goals, maintaining accurate records of all vocational activity.
- Monitor outcomes, impact and feedback of the service; providing one case study each quarter.
- Collaborate with HMN's Volunteering Team, Care Leavers Lead, and broader Employment workstream to identify employment opportunities; as well as sharing learning and insights.
- Map local employment and social provision to meet individual's needs.
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- Deliver employer engagement activities to build and maintain relationships with employers, training providers and volunteering organisations.
- Signpost individuals to additional support services, such as CA, Jobcentre Plus, CVS and mental health support.
- To work with Marketing Team to promote the service, as well as attending local events to represent the Employment workstream and organisation, remaining professional, compassionate and empathetic at all times.



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General Responsibilities

- To ensure compliance with legal, ethical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To undertake training as required and to maintain policies and procedures.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To promote dignity, confidentiality, safeguarding, and GDPR compliance at all times.
- To be an active and effective team member.
- To travel between HMN wellbeing centres and to travel throughout the county.
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement.
- To ensure HMN's values are embedded in the service.
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with service users, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person Specification on next page.



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Person Specification	Essential/ Desirable
Qualifications	
A relevant work coach, or employment support qualification	D
Evidence of continual professional development	E
Knowledge	
Significant proven knowledge and skills around the challenges and barriers to employment faced by individuals with mental health needs	E
Knowledge of Individual Placement Support (IPS) framework and implementing its fidelities	D
Knowledge of CRMs and database records	E
Knowledge of local employer, training and volunteer organisations	D
Knowledge of local employment services, benefits systems and vocational pathways	E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act	E
Understanding of the principles of trauma informed care	D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing	E
Experience	
Experience delivering employment support, including CV writing, job search strategies and interview/selection preparation.	E
Experience delivering the Individual Placement Support (IPS) model or other supported employment models.	D
Experience of working as part of a team - preferably in a health and/or social care setting; working transparently and in a non-hierarchical environment	E
Experience of working in a busy, office environment	E
Experience of holding a caseload and administrative duties; prioritising workload effectively	E
Proven experience of working to deadlines, and achieving outcomes against targets and using own initiative to complete tasks	E
Experience of delivering group sessions and/or workshops	D
Experience of liaising with employers and building community partnerships	D
Previous lived experience of mental ill health	D
Skills and Abilities	
Ability to deal with stressful and difficult situations in a calm manner	E
Strong ability to prioritise and manage workload, working autonomously	E
Strong ability to provide coaching and guidance that leads to positive employment outcomes	E
Take a problem solving, solution focused approach to work	E
Compassionate communicator / telephone manner	E
Confident and effective communicator who can communicate sensitively and professionally to a wide range of audiences	E

High level report writing skills with the ability to present sensitive information to a range of audiences	D
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required	E
Ability to maintain personal and professional boundaries	E
Form part of a positive team culture	E
Good planning and organisational skills	E
Ability to form build rapport with adults	E
Creative and flexible approach to working with individuals	E
Practical	
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.	E
Comfortable working in a target-driven environment, with a track record of achieving KPIs while maintaining a person-centred approach.	E
Ability to learn new digital systems quickly	E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide	E
Personal Circumstances	
Ability to work unsocial hours to deliver this service	D
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E

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