



Role Profile

Employment Specialist

Hestia.org



About Hestia

At Hestia, we support adults and children who have experienced crisis and trauma, to find safety, hope and purpose.

We specialise in trauma and resilience informed support for people in crisis or who have experienced trauma - including survivors of modern slavery, adults and children escaping domestic abuse, people needing support with their mental health, and people leaving prison. We foster trusting relationships at crucial moments in their recovery, that empower individuals to build a life beyond crisis.

Guided by the reality of our service users' experience, we bring their voice to the attention of policy makers, partners and communities and use our insight to push for the change that matters.



Our values and mission

We live by our values, we care, and we support each other. We do not tolerate discrimination of any kind.

We are committed to creating a more equitable, diverse and inclusive organisation and continually reflect on what we can do to achieve this.

You will be part of a supportive, friendly team who are all dedicated to the work they do, who genuinely care about each other and value the work they do.



Respectful



Genuine



Dedicated



Collaborative



Courageous

Rewards and Benefits

Here at Hestia we also want to make sure that all our employees are looked after and have easy access to Hestia Rewards - our wellbeing and benefits hub, which hosts everything in one place with support, information and offers to suit you and your family. Our rewards and benefits include:

- ✔ 25 Days annual leave (plus bank holidays)
- ✔ Flexible Working (role dependent)
- ✔ Time of in Lieu (role dependent)
- ✔ Smart Technology Loans
- ✔ Pension scheme
- ✔ 1000s of discounts through Reward
- ✔ Eye care vouchers
- ✔ Cost of living support
- ✔ Domestic Abuse Support
- ✔ Mental Health First aiders
- ✔ Employee Assistance Programme
- ✔ Cycle to work scheme
- ✔ Refer a friend scheme



About the service/team

The Employment Support team helps adults receiving secondary mental health care in Redbridge to find and sustain meaningful paid employment as part of their recovery. The team works one-to-one with individuals who are unemployed and living with serious mental illness or complex needs.

The role: main purpose

Employment Specialists provide personalised support to set career goals, overcome barriers to work, and navigate every stage of the job search—from CV writing and interview preparation to engaging with employers and understanding how employment may affect benefits. The team also offers ongoing in-work support to help individuals stay in their roles and thrive in the workplace.



Terms of employment

Job Title: Employment Specialist
Service: Employment Services
Location: Redbridge
Reporting to: Team Manager
Responsible for: N/A

Terms and Conditions

Pension: As required under pension reform legislation you will be automatically enrolled into a personal pension scheme (Legal & General) where Hestia will match your personal contributions up to a maximum of 5% of your salary. Your initial contributions will be at 4%. If you wish to increase up to 5% or opt out of the scheme, please contact our payroll department.

Holidays: 195 hours per year plus 62.4 hours public holidays. Our holiday year runs from April-March

Sickness: Annual sick pay entitlement pro-rata
Up to 9 months: 10 standard working days (78 hours) on full pay
9 months to 2 years: 20 standard working days (156 hours) on full pay
20 standard working days (156 hours) on half pay
Over 2 years: 30 standard working days (234 hours) on full pay
30 standard working days (234 hours) on half pay

We welcome applications from candidates with lived experience. If you have any convictions/cautions, this does not mean you cannot apply for any of our roles, however, we do require a DBS for all positions.

We will ensure that any positive disclosures on DBS records are discussed with candidates and fairly assessed by an internal panel.

Main Duties and Responsibilities

Client Engagement and Caseload Management:

Effectively manage a caseload of clients with mental health conditions, building trusting, collaborative relationships to support them in securing and maintaining employment. Assess individual employment support needs, adjust employment plans as necessary, and ensure all interventions are aligned with IPS (Individual Placement and Support) fidelity and contract targets. Maintain a dynamic caseload through a constant flow of referrals.

Practical Employment Support and Coaching:

Provide a range of tailored services to support clients' employment goals, including career guidance, job search strategies, CV development, interview coaching, and work coaching. Support clients in the workplace by identifying and implementing reasonable adjustments where required to help them stay and progress in their roles.

Employer Engagement and Partnerships: Conduct regular employer engagement activities in line with IPS Fidelity, working to build strong relationships with employers to promote job opportunities and support for clients with mental health conditions. Collaborate with community partners to raise awareness of employment and mental health issues, and facilitate access to expert financial advice on welfare benefits and resources such as "Access to Work."

Collaboration with Clinical and Support Teams:

Work in partnership with clinical staff to ensure that clients' holistic needs are met, recognising and addressing both employment and mental health support requirements. Attend clinical team meetings as needed to provide advice on employment-related issues and integrate mental health support with employment services.

Record Keeping and Compliance:

Maintain accurate and up-to-date records of client activities and outcomes, ensuring compliance with service requirements and accurate data entry into the NHS database (RIO). Adhere to all Twining policies and procedures, including Equality and Diversity, safeguarding, and data protection.



Your skills and experience

Person Specification

Experience and Knowledge of Mental Health and Employment Support: Strong understanding of the support needs of individuals with mental health conditions, particularly in finding, returning to, or retaining mainstream employment. Experience working within health or social care settings, with knowledge of employment models like IPS (Individual Placement and Support) and a commitment to employment retention and adherence to IPS fidelity.

Communication and Stakeholder Engagement: Excellent interpersonal skills with the ability to engage and communicate effectively with clients, external stakeholders, and partners at various levels (both face-to-face, by phone, and in writing). Able to present confidently and build strong local partnerships to promote the service and provide creative solutions for clients.

Organisational and Administrative Skills: Proven ability to manage time effectively, with experience in diary management, prioritising tasks, and working under tight deadlines in an outcome-driven environment.

Commitment to Policies, Procedures, and Professional Development: Knowledge of and commitment to relevant policies, including Health & Safety, Data Protection, Equality & Diversity, and employment law (Equality Act 2010). Willingness to travel across the designated London Borough and engage in continuous professional development, including feedback and self-development.

Positive Attitude and Personal Qualities: A dynamic, professional, and self-motivated individual with a strong belief in the value of employment in supporting mental health. Person-centred, empathetic, and committed to equality and diversity. Proactive in managing one's own health and wellbeing while being open to feedback and growth.

Competent in client needs assessment, action planning, and maintaining accurate records and casework administration. Proficient in using Microsoft packages and databases for accurate record-keeping.

Safeguarding Statement

Hestia is committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk and we therefore expect all staff and volunteers to do the same.

We require all staff to undertake internal and external safeguarding training throughout their employment with Hestia

Health and Safety, Compliance and Conformance Responsibilities

- Follow all applicable Health & Safety rules and procedures.
- Take responsibility for the Health & Safety of themselves, their colleagues, service users and the wider public where applicable.
- Report any Health & Safety issues/concerns to their Line Manager or relevant department.

