

JOB DESCRIPTION

JOB DESCRIPTION AND PERSON SPECIFICATION FOR:	Employment Specialist (Mental Health Employment Service)
AGENDA FOR CHANGE BAND:	Band 5
HOURS AND DURATION:	As specified in the job advertisement and the Contract of Employment
AGENDA FOR CHANGE REFERENCE NUMBER:	2722
DBS LEVEL:	Enhanced DBS with Adults Barred List Check
REPORTS TO:	Team Leader (Mental Health Employment Service)
ACCOUNTABLE TO:	Team Manager (CMHT and Mental Health Employment Service)
LOCATION:	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.

JOB SUMMARY:

The Employment Specialist (Mental Health Employment Service) will work under the direction of the Team Leader to deliver the Individual Placement & Support (IPS) model as part of the holistic recovery plan for mental health service users.

The Employment Specialist will manage a caseload of up to 20-30 (whole time equivalent) mental health service users who are experiencing barriers to finding and maintaining employment. The Employment Service Specialist will be responsible for building relationships and securing contacts with local employers, promoting employment of service users and establishing suitable employment opportunities for them.

The principle aim of the Employment Specialist is to ensure that service users receive timely access to suitable employment support, whilst they simultaneously receive appropriate psychological therapeutic interventions. The integrated Employment Support service promotes the link between being in work and achieving improved health outcomes.

MAIN DUTIES AND RESPONSIBILITIES:

1. DELIVERY OF EFFECTIVE HEALTHCARE WITHIN THE ORGANISATION

1.1. To manage a caseload 20-30 service users who have experienced complex

mental health problems requiring secondary care involvement in order for them to be able to retain, return to or regain employment.

- 1.2. To meet and exceed job outcome targets for service users and improve the numbers of people entering and sustaining employment.
- 1.3. Establish and maintain contacts with local employers, promoting employment of clients to the service, in line with the NHS England national model standards and targets.
- 1.4. Responsible for securing and negotiating appropriate reasonable adjustments in accordance to client needs and in line with the provisions of the Equality Act 2010.
- 1.5. The Employment Service Specialist will be led by and focused on the aspirations of the service user, and will be required to assess and consider strengths, difficulties and employment assets through profiling and action planning.
- 1.6. To focus on rapid job search with the service user, whilst utilising local support networks to help them overcome their barriers to employment and make use of volunteering and learning opportunities.
- 1.7. To source job opportunities for service users through tailored job search in order to meet their individual needs.

Planning of individualised client support plans in line with the IPS model, linking into to other agencies, as part of the multi-disciplinary team . Need to understand and coordinate interventions as needed and adapt provision and support to meet the complex needs of service users

2. ESTABLISHING EFFECTIVE LEADERSHIP AND COMMUNICATION

- 2.1. To work as part of a multi-disciplinary team and contribute to team approaches 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. .
- 2.2. To network with local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- 2.3. To provide individualised support to service users once they have returned to work to assist them in sustaining employment.
- 2.4. In agreement with the individual, provide education and support to employers, in relation to job retention, which may include negotiating adjustments, return to work strategy and on-going contact with the employer.

3. CONTINUING EDUCATION, PROFESSIONAL AND PERSONAL DEVELOPMENT

- 3.1. To undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
- 3.2. To participate in supervision via agreed review and appraisal mechanisms
- 3.3. It is mandatory for all professionally qualified staff and clinical support staff to

actively participate in clinical supervision as an integral part of their professional development.

3.4. To undertake mandatory training as required including training in the IPS approach.

4. CLINICAL GOVERNANCE, REDUCTION OF RISK, AUDIT AND RESEARCH

4.1. To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework.

4.2. To ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation.

4.3. To work within all LPT policies and procedures, for example, information governance, safeguarding, etc.

4.4. To ensure where risk issues are identified with clients that appropriate action is taken as per safeguarding and risk assessment policy in conjunction with the Multidisciplinary team, to ensure that risk assessments and risk management plans are updated and implemented accordingly to ensure that risk to employers, colleagues as well as other clients and team members is minimised.

5. MANAGEMENT AND USE OF RESOURCES AND INFORMATION

5.1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner

5.2. To be responsible for the effective and efficient use of clinical, physical and financial resources

5.3. To use health related information only for the purposes of what it is intended for and in accordance with the Data Protection Act.

5.4. To ensure confidentiality is maintained at all times and information relating to patient / users and personnel is used only in connection with authorised duties.

6. OPERATING WITH QUALITY IN EVERYTHING YOU DO AND MAINTAINING A SAFE ENVIRONMENT

6.1. When placing service users with employers, ensure that the quality of work environments is explored in order to meet the needs of the service user and to satisfy health and safety requirements.

6.2. In line with the Equality Act (2010) explore the potential for workplace adjustments that will accommodate individual strengths and coping skills.

6.3. 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.

6.4. To regularly collect and promote service user employment recovery stories in

conjunction with the Patient Experience Team.

6.5. To act in a manner which demonstrates the Trust's values of trust, respect, integrity and compassion at all times and to live up to the LPT Pledge.

COMMUNICATION AND WORKING RELATIONSHIPS:

- To work with external agencies to maximise the use of both internal and external resources in the delivery of vocational support services
- To communicate complex and sensitive patient information where there is a requirement for tact and persuasion and where there may be barriers to understanding.
- Establish and maintain effective relationships with local employers to ensure suitable employment for service users.
- 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 build relationships with clinical teams to generate referrals and create collaborative working partnerships with NHS clinicians where employment support is integrated into mental health treatment.
- Any other stakeholders /agency involved in the care of the patient.

ENVIRONMENTAL FACTORS:

Physical Effort

- There may be a frequent requirement for sitting and standing in a restricted position, e.g. sitting at a desk or driving to other Trust sites.

Mental Effort

- There is a frequent requirement for concentration whilst working with service users , working patterns requires a high degree of concentration- working alone within the community , attending meetings, networking and creating partnerships with employers.

Emotional Effort

- There may be an occasional requirement to deal with highly distressing or emotional circumstances, e.g. suicide/ self-harm risks, child abuse etc.
- Distress as a result of mental health and employment problems in a high state of emotion.
- Dealing with sensitive information on risk assessments when referrals are made to the team.

Working Conditions

- Occasional exposure to aggressive and unpredictable behaviour. Required to carry a

panic alarm or lone worker device.

- There may be occasional exposure to unpleasant working conditions
- Expectation that worker will work as a lone worker which may be away from base.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

ADDITIONAL INFORMATION:

The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of their contract.

MOBILITY:

The person specification for the role will detail the mobility requirements of the post.

However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES:

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements.

SAFEGUARDING CHILDREN AND ADULTS:

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by;

- attending mandatory training on Safeguarding children and adults
- being familiar with individual and the Trust's requirements under relevant legislation
- adhering to all relevant national and local policies, procedures, practice guidance and professional codes
- reporting any concerns to the appropriate authority

MENTAL CAPACITY ACT:

All clinical staff will be aware of their responsibilities under the Mental Capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT:

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY:

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times.

Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.

All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION:

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and Access to Health Records and know how to deal with a request for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and kept up-to-date
- Not kept for longer than necessary
- Processed in accordance with the rights of data subjects
- Protected by appropriate security
- Not transferred outside the EEA without adequate protection

CONFIDENTIALITY:

Ref: MH job description v4
June 2019

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data.

Due to the importance that the organisation attaches to confidentiality disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the six Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY:

All employees must comply with, and apply in their working lives, the Equality and Diversity Policy and must not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds. The Trust is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences and each employee has an obligation to help achieve this. This applies to all activities as a service provider and as an employer.

INFECTION CONTROL:

All employees have a responsibility to protect themselves, as well as making all reasonable effort to reduce risk of infection in their working environment and to other people whether they are patients, other staff or visitors.

All staff have a duty to make themselves familiar with and comply with Infection Control Policies and Procedures, carry out duties required by legislation such as the Health Act 2008 (and subsequent legislation), and to attend mandatory training relating to infection control.

COUNTER FRAUD:

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on **0800 028 40 60**.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

SMOKING AT WORK:

The Trust has a “Smoke Free Policy”, which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING:

‘Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role’.



PERSON SPECIFICATION

JOB TITLE: Employment Service Specialist (Mental Health Employment Service)

AFC REF NO:

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Demonstrates a commitment to the Trust's Values 1.1 Compassion 1.2 Trust 1.3 Respect 1.4 Integrity	3 3 3 3		X X X X		
Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated) 2.1 Training and experience to degree level /equivalent in employment /health 2.2 Full and current driving licence (for rural and remote regions) 2.3 Training in IPS approach or willingness to undertake this. 2.4 Evidence of study in vocational training, e.g. Level 3 Diploma in Employability Services Sector Qualification or Level 3 in IAG: Information, Advice and Guidance	3 1 3 1	X X X X			

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
2.5 Mental Health First Aid Qualification or equivalent experience	1	x			
2.6 Knowledge of employment and disability related benefits.	3	x			

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Knowledge and Skills					
3.1 Knowledge of disability and special needs issues, policies and legislation in relation to employment	3	x	x		
3.2 Good understanding of the principles and practice of supported employment	3	x	x		
3.3 Ability to collect and report data to support services performance and evaluation	3	x		x	
3.4 Knowledge of vocational assessment and profiling	1	x	x		
3.4 Knowledge of employment law	1	x	x		
3.5 Knowledge of IPS principles and approach	1	x	x		
People					
3.6 Good interpersonal skills and ability to build rapport with a range of people	3	x	x	x	
3.7 Team orientated and able to work collaboratively within a multi-disciplinary team	3	x	x		
Communication					
3.8 Effective written and oral communication skills	3	x	x		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
3.9 Good coaching and active listening skills, including ability to ask perceptive questions that tease out important information.	3	x	x	x	
Initiative 3.10 Demonstrates initiative and ability to work without direct supervision, to problem solve and to prioritise own work	3	x	x		
Organisation 3.11 To evidence effective time management skills in order to meet deadlines while maintaining high standards	3	x	x		
3.12 To demonstrate good planning and organisational skills in order to meet targets	3	x	x		
3.13 Demonstrates adaptability and flexibility dependent upon work priorities	3	x	x		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Experience (both work and 'life' related) 4.1 Experience of working in supported employment services 4.2 A good understanding of working with people with mental health problems 4.3 Experience of partnership working, negotiation and liaison work with other agencies 4.4 To have experience of opening up job opportunities with a range of employers	 3 3 1 1	 x x x 	 x x x x		
Personal Attributes 5.1 To be people-orientated, non-judgemental and trustworthy and have the capability to be warm and empathetic whilst respecting professional boundaries 5.4 To demonstrate the belief that people with a lived experience of mental health issues can gain and sustain meaningful work	 3 3	 x x	 x x	 x	
Commitment to learning 5.7 To be willing to participate in mandatory training and continuing professional development	 3		 x		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Other : 6.1 To be flexible in travelling within Leicester, Leicestershire and Rutland. To be prepared on occasions to work outside of normal working hours.	3 3	x x	x x		
Standard Requirements Commitment to Equality & Valuing Diversity Principles Understanding of Confidentiality & Data Protection Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3 3 3	x x x	x x x		
Mobility Require own transport or suitable alternative. Dependence on public transport is not suitable for this role	3	You must demonstrate how you would meet the stated mobility requirement on your application form			

Once you have a finalised job description/person specification you will need to turn it into a PDF document so that you can attach it to NHS Jobs as the word document will be too big to upload