

**HEREFORDSHIRE AND WORCESTERSHIRE HEALTH AND CARE NHS TRUST**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**SUMMARY OF POSITION CRITERIA:**

Job Title:	Employment Retention Specialist
Pay Band:	Band 5
Department:	Vocational Services
Work Base:	As per contract
Job Description Reference Number	JD8173
PBAC Role Code:	R1A Basic ESR User
*IT Systems Access Required:	ESR, Trust EPR, Microsoft Office
Professional Registration Required:	No
Qualifications Required:	As per Person Specification

**ORGANISATIONAL CHART:**



**JOB SUMMARY:****The post holder will:**

1. Behave consistently with the values and beliefs of the organisation and promote these on a day-to-day basis.
2. Act as a role model to colleagues, always seeking to maintain the highest standards of professionalism.
3. Use their initiative and take responsibility for themselves and the quality of their work and the service they provide to patients.
4. Manage a caseload of clients in receipt of mental health services to return to and/or retail their employment status through delivering a case management approach to vocational rehabilitation.
5. To provide advice and ongoing support on issues including employment rights, reasonable adjustments, and phased return to work plans. Supporting the service user throughout by providing reports liaising with employers, occupational health and human resources to negotiate a satisfactory resolution for the service user; this is often done at a time when the service user is experiencing deterioration in their mental health.
6. Provide workplace support to the service user and employer to promote inclusion and reduce discrimination and stigma.
7. Work closely with IPS grow and be involved in associated evaluation and research.
8. Liaison with local employers, Jobcentre Plus, DWP Employment Contractors, local colleges and educational establishments, mental health teams, non-statutory organisations, and user/carer groups.
9. Supporting clients to achieve their client employment goals through the provision of a person-centred approach to vocational rehabilitation.
10. Adhere to Trust policies and procedures.
11. The post holder will contribute to IPS employment outcomes by supporting clinical pathways to enable individuals to move into work.

**KEY RESPONSIBILITIES:****Administrative**

1. Support administrative systems which record the progress of individuals, and keep accurate and complete records of casework with them.

2. Assist service users in correspondence with employers.

## **Clinical**

1. In liaison with the mental health teams: To undertake initial and ongoing assessment of clients employment retention needs; to assist and advise service users in formulating a plan towards agreed aims; to assist service users in implementing, reviewing and adjusting plans to support successful return to work.
2. Assist service users in devising plans for maintaining wellbeing within work.
3. Where it is decided that alternative employment is the best option, to provide short-term assistance towards finding alternative employment (if longer support is needed to refer to Employment Specialist).
4. Support clients in accessing relevant Department for Work and Pensions (DWP) programmes (e.g. Access to Work) and in the implementation of action plans drawn up following involvement.
5. Work in collaboration with other key stakeholders and colleagues involved in the delivery of care.
6. Work within the Trust's clinical supervision guidelines.
7. At all times to act within the limits of their competences and authority, and seek advice and guidance when required.
8. Ensure that patient health records are maintained in accordance with national and local Trust Policies and within the scope of the worker's responsibility.
9. Ensure actions contribute to a positive and safe working culture.

## **Communication and Liaison**

1. Communicate regularly with the clinical team, ensuring work return plan matches clinical needs and is integrated into overall care plan.
2. Communicate with service users who are either off sick from work, or struggling to maintain work, through reasons of mental ill health, to support them returning to work.
3. Assist and liaise to support to employers over return to work and reasonable adjustments that may be required.
4. Provide guidance to Mental Health Team clinicians about employment retention, this will include sign-posting guidance to the clinician for service users not needing to be taken fully on the caseload.

5. Assist and liaise with GPs on completion of Fit Notes i.e. suggestions for adjustments needed for partial work return.
6. Provide education and support to employers, as agreed with the client, which may include negotiating adjustments and ongoing contact with the employer to ensure job retention.
7. Develop good working relationships with other organisations, in order to complement the work of the Employment Specialist to aid clients to achieve their employment goals.
8. To seek support and guidance from the clinicians in order to assist clients and their employers with an understanding of the complex information in relation to clients individual support needs.

### **Analysis and Judgement**

1. Provide outreach services as necessary to clients when they appear to disengage from the vocational service, maintaining some contact with them even without a vocational focus if necessary to sustain engagement.
2. Act on own initiative when assisting service users in developing their retention plans but act within limits of their competencies and to seek advice and guidance when required.
3. Undertake an assessment of the service user's ability to return to work, taking into account the range of available options and adjusting the plan when required.

### **Planning and Organisation**

1. To work independently, using their own initiative, although supervision is available when required. On clinical issues, to give input only under the direction of the named mental health professional.
2. Be responsible for planning and organising own work schedule, seeking advice over prioritisation as required.
3. Use the electronic diary to ensure that all contacts are recorded and planned efficiently.

### **Physical Skills**

1. The role will require a range of activities, including carrying out extended work at a PC/workstation, e.g. data inputting, also travel, and meeting attendance.
2. Undertake the trust's mandated, Safety and Disengagement (DSD) training.

## Policy and Service Development

1. Support the team in evaluating the scheme and making any recommendations for its adjustment or development.
2. Take part in and contribute to IPS employment service team activities, regular meetings, IPS fidelity including the preparation and undertaking of internal and external fidelity reviews.
3. The duties and responsibilities of the post will be undertaken in accordance with the Policies and Procedures of Herefordshire and Worcestershire Health and Care NHS Trust, as applicable. To highlight to manager any aspects of working practice where adjustments to such policies and procedures may be required.
4. Follow Trust policies and procedures in own role; may be required to comment on these or possible developments.

## Research and Development

1. Maintain a working knowledge of current trends in mental health, employment and employment support e.g. via books, journals and other information relevant to the role, and accessing national networks.
2. Assist in service audits.
3. Contribute to the continued development of the IPS and its ongoing evaluation.

## Physical and Financial Resources

1. Observe personal duty of care in relation to equipment and resources used in the course of their work.

## Human Resources

1. Participate in agreed training sessions, which may include in-house, Trust-wide or external bodies in consultation with manager. This will include attending/ completing all mandatory training sessions and other training required of the post.
2. Maintain a professional relationship with the clients supported and with other staff, with particular attention to confidentiality and the maintenance of boundaries.

## Information Resources

1. Maintain electronic diary and input contact/referrals/outcomes as required.
2. Maintain and updated accurate and complete records of casework.

**Health and Safety**

1. Keep the named professional involved informed on all aspects of client work, including any risk related issues.

**Physical Effort**

1. The post involves a significant amount of travel, sometimes accompanying service users to appointments from place to place across the County.

**Mental Effort**

1. Meet and exceed targets - referrals, number of clients access and support, job outcomes and sustainment figures.
2. Frequent concentration required when assessing individuals; the work pattern is predictable.

**Emotional Effort**

1. There may be occasional exposure to distressing or emotional circumstances due to the nature of the client group.

**Working Environment/Conditions**

1. Work in a shared office, hot-desking as required.
2. Work flexibly as required by the client and the employer which may require some working out of 'normal office' hours.



## ADDITIONAL RESPONSIBILITIES FOR ALL STAFF

***Herefordshire and Worcestershire Health and Care NHS Trust is committed to providing a safe, healthy and fair working environment and to providing staff with opportunities to maximise their contribution through involvement and professional development.***

***In addition to the specific responsibilities set out above, Herefordshire and Worcestershire Health and Care NHS Trust has the following expectations of all staff:***

### Corporate Responsibilities

All staff must ensure that their actions and behaviours are in line with, and consistent with, the Trust's values:

- **Courageous**
- **Ambitious**
- **Responsive**
- **Empowering**
- **Supportive**

Matters of a confidential nature, regarding both staff and patients may be available to members of staff; divulgence of information or even of the knowledge of such information must only occur in the proper exercise of the above duties.

All staff must ensure that information security is maintained at all times, taking personal responsibility to be aware of and ensure that their actions and behaviours are in line with, the Trust's information governance policies.

All staff will be required to comply with policies and procedures issued by and on behalf of the Trust.

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

### Training and Development

All staff have a responsibility to participate in regular appraisal with their manager/team leader, where there is a joint responsibility to identify any training and development needs.

All staff have a responsibility to undertake statutory and mandatory training as deemed appropriate by the Trust. Details are available in the Trust's Statutory/Mandatory/Essential Training Checklist.

Every effort is made to provide statutory and mandatory training by a variety of methods and in a variety of settings and times. However, there is an expectation that

as a condition of employment, the Trust requires its staff to attend training sessions that may fall outside their normal working hours.

## **Safeguarding**

Within their sphere of competence, all staff are responsible for promoting and safeguarding the welfare of the children, young people and/or vulnerable adults for whom they are responsible or may come into contact with, in the job role.

## **Health and Safety**

The Trust aims to provide all staff, visitors and service users with a safe environment, in which to work or visit, without suffering any personal injury or ill health.

All members of staff are responsible for ensuring that they work in such a way as to ensure their own health and safety and that of other staff, clients, patients and members of the public.

All staff will be required to comply with regulations relating to the Health and Safety at Work Act and Infection control.

### *Managers' Responsibilities for Health and Safety*

*Managers should:*

- Take reasonable care of their own health and safety and that of others, who may be affected by their “acts or omissions”.
- Co-operate with the Trust on Health, Safety and Security matters so that it can comply with its legal duties.
- Not interfere with or misuse anything provided in the interests of health, safety, security or welfare.
- Ensure that effective arrangements are in place to enable a safe and secure working environment and safe systems of work for all staff, students and others working under their control.
- Ensure that all staff, students and others working under their control comply with statutory requirements, Trust Health, Safety and Security related policies, procedures, and codes of practice and with the arrangements in place to control health, safety and security risks.

*Failure to carry out these requirements may result in disciplinary action.*

## **Control of Infection**

The Trust is firmly committed to reducing Healthcare Associated Infection. All staff must work to the Trust's Hand Hygiene Guidance, Infection Prevention and Control



Policies, Procedures and Guidance relevant to their area of work and undertake the necessary training. For staff in clinical areas this will be appraised through the KSF review process and/or other relevant professional review processes.

### **Information Quality**

All staff must ensure complete and accurate data is collected and recorded in a timely manner.

### **Equality and Diversity**

The Trust recognises the diversity of its staff and undertakes to treat them equitably and fairly irrespective of gender, gender identity, disability, race age, sexual orientation, religion or belief. The Trust recognises its duty to each and every individual employee and will respect their human rights'; the Trust also expects that its employees will treat other staff, patients and members of the public with dignity and respect.

### **Confidentiality**

In line with the common law duty of confidence (confidentiality), staff must at all times maintain confidentiality on information gained in the course of their duties. This may well include access to personal confidential data relating to service users and Trust staff. Staff should be aware that their activity in dealing with personal confidential data can be monitored and recorded. This includes both digital access and physical access.

### **Information Governance**

All staff have a personal responsibility to ensure that person identifiable, confidential or special category information is processed in line with the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18), the Records Management Code of Practice for Health and Social Care 2016 and the Confidentiality: NHS Code of Practice.

All staff should be aware of the requirements of the Freedom of Information Act 2000 and the Trust's procedures for dealing with requests for information in a timely manner.

### **Access to Health Records**

All staff who contribute to patients' health records are expected to be familiar with, and adhere to the Trust's Records Management policy. Staff should be aware that patients' records throughout the Trust will be subject to regular audit. In addition, all health professionals are advised to compile records on the assumption that they will be accessible to patients in line with the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18). All staff who access patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with Trust Policy.

## Smoke Free Policy

All buildings and grounds are smoke free. There is no provision of 'smoking rooms' inside buildings.

## Job Description

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post. It will be reviewed in line with any organisational change and annually as part of the appraisal process.

## Trust Improver

All staff whatever their role, level or responsibility will be encouraged and supported to do their job well and to improve their job.

Making Every Day Better for patients, staff, service users and carers is the responsibility of all of us and we want to embed a culture within the organisation that encourages and supports the drive to improve what we do.

**PERSON SPECIFICATION**

**Job Title: Employment Specialist**

	<b>ESSENTIAL</b>	<b>Desirable</b>
<p><b>Values and Behaviours</b></p> <p>– <i>These will be tested throughout the selection process.</i></p>	<p>Put patient care at the heart of the work you do to improve health care outcomes and service delivery.</p> <p>Deliver the highest standards and quality outcomes possible.</p> <p>Be the best you can be, always look for ways to improve and develop to reach your potential.</p> <p>Encourage others to develop themselves and the service through improvement, innovation and continuous development.</p> <p>Joint working with others, e.g. patients, colleagues in the delivery of high quality healthcare.</p> <p>Build positive working relationships, respecting and valuing others, being helpful and inclusive.</p>	
<p><b>Experience</b></p>	<p>Minimum of 1 year’s experience of working with people who have experienced mental health problems with health, social services, voluntary sector or mainstream educational or employment services.</p>	<p>Experience and knowledge of welfare benefits and all disability/employment related benefits.</p> <p>Personal experience of mental health recovery</p>

	<p>Experience of working directly with employers and employees regarding work adjustments for disability/ill health.</p> <p>Of helping people to obtain or keep education/work.</p> <p>Experience of supporting clients on a 1-1 basis.</p>	<p>Experience of carrying out person centre recovery plans</p> <p>Experience in delivering job retention support as significant part of job role.</p>
<p><b>Knowledge</b></p>	<p>An understanding of the employment needs and difficulties of people who experience mental ill-health.</p> <p>Knowledge of range of resources for helping people to maintain employment when facing ill health difficulties.</p> <p>Understanding of Equality Act (2010) in relation to employment .</p> <p>Awareness and understanding of confidentiality.</p> <p>Good interpersonal skills.</p> <p>Good facilitation skills .</p> <p>Good presentation skills.</p> <p>Good marketing skills.</p> <p>Good negotiation skills and persuasive style.</p> <p>Basic counselling skills.</p> <p>Ability to initiate and develop relationships with employers</p>	<p>Report writing skills.</p> <p>Solution focused therapy skills.</p> <p>An understanding of the principle and practice of supported employment.</p> <p>Disability and special needs issues in relation to employment and education.</p>



	<p>whilst being astute to their needs.</p> <p>Ability to work independently, reliably and consistently.</p> <p>Vocational assessment and profiling.</p> <p>Partnership working to reach positive outcomes for clients.</p> <p>IT skills including Microsoft programmes.</p>	
<p><b>Qualifications</b></p>	<p>Education to degree level or equivalent relevant experience.</p> <p>GCSE (Grade A-C) or equivalent in English Language.</p> <p>Willingness to train in Employment Retention.</p>	<p>Employment Law and welfare benefits training.</p> <p>Mediation training.</p>
<p><b>Other requirements</b></p>	<p>Ability to see solutions rather than problems.</p> <p>Skills in vocational assessment and in assessing ill health obstacles to returning to work and working with employees to overcome these.</p> <p>A preparedness to work flexible hours through prior arrangement as the needs of the job dictate (e.g. some evenings).</p> <p>Able to demonstrate empathy and tenacity when working with a wide range of people including those experiencing mental health challenges.</p>	



	Good mediation skills and persuasive style .  Able to meet the travel requirements of the post.	
--	---	--

