Role Profile – Employment Specialist

Enable clients to find and sustain fulfilling employment through supporting clients and advocating on their behalf.

The role will:

- Report to the Team Manager
- Act as a subject matter expert in the Individual Placement and Support (IPS) model to support people to access and stay in fulfilling employment.
- Uphold and participate in The Southdown Way – uphold our values and create a psychologically informed environment.

Reporting Lines:

Key result areas:

- Support clients to access the service by processing referrals and completing initial assessments
- Support clients to find fulfilling employment through person-centred coaching to identify goals, complete applications and overcome barriers
- Build client knowledge through signposting, resources and guidance, for example on reasonable adjustments and employment law
- Enable clients to retain employment through in-work support
- Maintain client safety by assessing and managing risk, co-creating safety plans, and de-escalating mental health crises
- Provide an excellent service through up-to-date knowledge of delivery models, employment and HR policies, and recruitment practices
- Advocate for clients by negotiating with employers
- Deliver a successful service by engaging in multiagency work: coordinate client progress and risk management
- Meet commissioner and contract requirements by aligning with the Fidelity Scale and ensuring good quality referrals
- Continuously improve the service through suggestions for service development, promoting client involvement, and acting on feedback
- Build a evidence base for commissioners and ensure compliance through record-keeping, collating feedback and developing case studies
- Develop practice through peer support and reflective practice sessions, as well as shadowing and mentoring new staff

Measures:

- Effective and timely risk management
- Psychological and physical safety of yourself, clients and colleagues
- Strengths-based, psychologically-informed support that achieves client aspirations and achieves service outcomes
- Positive collaboration with colleagues, clients and partnership
- Active commitment and contribution to the team and service
- Work completed to a high standard and in a timely manner
- Active commitment to professional development

Knowledge of:

- Employment needs and challenges for people experiencing MH issues
- The relevant framework for your service
- How to undertake risk assessments, including dynamic risk assessments, and manage risk effectively
- The principles of co-production and the personalised care approach

Experience in:

- Supporting clients experiencing MH challenges, including those in crisis and/or facing complex challenges
- Developing and maintaining professional joint working relationships with external, statutory and voluntary agencies
- Working in a changing, dynamic environment

An Enhanced DBS check will be required for this position

Competency Profile – Employment Specialist

We are a values-led organisation; they are at the heart of all we do. To bring them to life, we have developed a values-based competency framework. This has three levels. Below, you can find the level and a brief description of each competency required for this L1 Competency role.

Value	Competency	Description
Force for good We're passionate about making a difference.	**Corporate Responsibility**	Understand Corporate Responsibility principles and contribute to our social and environmental goals
	Ethical Decision Making	Understand and apply ethical principles daily. Recognise ethical issues and seek guidance from managers
	Continuous Improvement	Actively participate in improvement initiatives – identify opportunities to improve and contribute ideas
Brilliant with people We're inclusive, welcoming, and compassionate.	**Emotional Intelligence**	Use emotional intelligence to manage emotions and work positively with others
	Communication and Stakeholder Management	Convey information clearly and build positive relationships
	Customer Focus	Understand and address routine customer needs by listening actively and showing willingness to help
United Together, we can achieve so much more.	**Teamwork**	Actively contribute to team activities and support collective efforts by communicating effectively
	Inclusivity	Value diverse perspectives, contribute to an equitable team culture and support inclusive practices
	Shared Vision	Understand the organisation's vision and actively support its communication and implementation
Trustworthy We're knowledgeable & act with integrity	**Reliability**	Consistently deliver on commitments, on time and to a high standard
	Transparency	Consistently demonstrate openness, share relevant information and contribute to a culture of trust.
	Personal Accountability	Reliably complete tasks, accept responsibility for actions, learn from mistakes and seek feedback
Responsive We listen, learn and adapt.	**Problem Solving**	Address straightforward issues by applying logical reasoning to find solutions and adapting to change
	Judgment and Decision Making	Follow established guidelines and seek guidance for more complex decisions
	Planning and Organising	Effectively manage own tasks and responsibilities by prioritising work and using organisational tools

Noted and Agreed: I agree to undertake the role and competency profile as part of my job responsibilities.

Name _____ Signature _____ Date _____