

JOB DESCRIPTION

Job Title:	Employment Coach
Band:	5
Hours:	Full Time (37.5 hours per week) or Part Time (30 hours per week)
Contract:	Permanent
Department:	Work Well
Location:	Croydon, Lewisham or Southwark
Reports to:	Employment Team Leader

Job Purpose:

To provide an effective employment service for people with severe and enduring mental health conditions who want to work.

To work as part of a multi-disciplinary mental health team, working alongside other mental health and social care professionals, providing joined-up mental health care.

To develop partnerships with employers, local providers and services to ensure that the employment support needs of clients are met.

To work as part of the Work Well network, sharing knowledge and expertise with a range of other employment professionals across Croydon, Lambeth, Lewisham and Southwark.

Key Responsibilities:

- Promoting the employment service to mental health professionals, service users and carers, to ensure a steady flow of referrals.
- Helping clients to identify and consider options for obtaining work and staying in work, and set their own personal job goals; assessing their needs and developing appropriate actions plans to overcome barriers to work.
- Delivering individually tailored one-to-one employment coaching support to a diverse range of clients, considering their individual needs, using a range of communication methods including face-to-face appointments, video meetings, telephone calls, emails, texts and social media.



- Networking and engaging with local employers to identify job opportunities that meet the needs of clients and the employer.
- Challenging clients, employers, and other professionals when appropriate to reduce negative beliefs, stigma and discrimination (including self-stigma and self-discrimination).
- Working as part of a team, sharing knowledge and expertise, and contributing to team meetings, service development activities and the wider Work Well network.
- Typing clear and concise session notes, entering data onto electronic databases, and obtaining written evidence of outcomes (e.g. job starts) in a timely manner, ensuring that files and systems are always up-to-date and accurate.
- Working independently to manage own time and workload, keeping track of own progress towards targets, and continually reflecting on own performance to improve and develop in the role, as well as using supervision effectively.
- Keeping up to date with local and national labour market trends, education/training opportunities, welfare benefit changes, and employment law in relation to client group.
- Following service policies, procedures, and manuals to ensure that quality standards are met; asking for advice when needed and adapting to changes quickly.

About South London and Maudsley:

At South London and Maudsley NHS Foundation Trust we provide the widest range of NHS mental health services in the UK. We also provide substance misuse services for people who are addicted to drugs and alcohol.

Our staff serve a local population of nearly two million people. We have more than 230 services including inpatient wards, outpatient and community services. We provide inpatient care for over 5,000 people each year and we treat more than 45,000 patients in the community in Lambeth, Southwark, Lewisham and Croydon. As well as serving the communities of south London, we provide more than 50 specialist services for children and adults across the UK and beyond.

We provide mental health care to some of the most ethnically diverse and deprived communities in the UK and a significant proportion of our workforce are also from Black, Asian and Multi-Ethnic backgrounds.



In our five-year Trust Strategy, *Aiming High; Changing Lives*, we set our ambition to be known for our action on anti-racism. We recognise that fulfilling this ambition requires transformational change from within our organisation and we must embed anti-racism in all that we do to ensure better experiences for our staff, service users and people we serve.

About Work Well:

Work Well is a department within South London and Maudsley NHS Foundation Trust that supports people to find work.

Our **mission** is to support people who are unemployed in achieving their own career goals. We believe everyone can work, and people should have choice about the type of work they want to do, and when to do it. Our **vision** for the future is a society where everyone can work, if they want to.

Our **values** are:

- **Person-centred:** we don't tell people what to do, we give them information so they can make their own career decisions.
 - **Empowering:** we don't do things for people, we give them tools so they can do things themselves.
 - **Inspiring:** we don't just help people find a job, we help them set long term career goals for the life they want to live.
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Trust Policy and Procedures:

Confidentiality:

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:

Promote the concepts of equality of opportunity and managing diversity Trust wide.



Health and Safety:

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.





PERSON SPECIFICATION

Assessed by Application (A), Interview (I), or Test (T).

Essential Criteria

Qualifications

- Educated to degree level or equivalent level of knowledge gained through relevant work experience (A).

Experience

- Recent experience of supporting or coaching individuals on a one-to-one basis (in a voluntary role or paid role), verified by an employer reference¹ (A).
- Lived experience of mental health problems or caring for someone with a mental health problem (A).

Knowledge

- Demonstrates clear understanding of what the Employment Coach role involves (A, I).
- Have an understanding of how employer engagement enhances the IPS offer to patients (A, I)
- Have knowledge of the local area/South London or can demonstrate a commitment to building local knowledge to best support our patients.

Skills

- Excellent interpersonal skills, including the ability to communicate with others clearly (verbally and non-verbally) and work as part of a team (A, I, T).
- Negotiate, engage, persuade and influence relevant stakeholders such as employers (A, I, T).
- High standard of written English (A, I, T).
- Confident using digital technology and proficient in MS Word, Excel, Outlook, and Teams (A, I, T).
- High level of learning agility; adapts positively to change and feedback (A, I, T).
- Excellent time management; plans and organises own workload independently (A, I, T).
- Exceptional listening skills; able to perceive and interpret verbal and non-verbal messages (A, I, T).

Attitude

- Demonstrates passion for supporting people with mental health problems into work (A, I, T).
- Demonstrates a commitment to diversity and inclusion (A, I, T).

¹ References will be requested at job offer stage.



- Takes responsibility for own actions and personal development (A, I, T).

Desirable Criteria

Qualifications

- Training or qualification in Individual Placement and Support (IPS) (A).
- Accredited qualification in coaching or career guidance (A).
- Training or qualification in Job Retention Support (A).

Experience

- Experience of delivering employment advice or coaching to people who are unemployed or have a disability or mental health problem (A).
- Experience of engaging employers to identify job opportunities (A).
- Experience of delivering training courses or workshops in person or online (A).

Knowledge

- Demonstrates clear understanding of the Individual Placement and Support (IPS) model (A).

Values

The focus of every role at South London and Maudsley NHS Foundation Trust is always around the service user. Every member of staff is expected to meet these five commitments:

- To be caring, kind and polite.
- To be prompt and value your time.
- To take time and listen to you.
- To be honest and direct with you.
- To do what I say I'm going to do.

In addition, all staff must understand and support the organisation's commitment to eliminating discrimination, promoting equality and fostering good relations, and put this into practice in everything they do.

