



# Role Profile

**Employment Specialist**

**Hestia.org**



# About Twining-Hestia

Through tailored support, we empower people to gain, sustain, and thrive in work - unlocking confidence, stability and a brighter future. We understand the impact of living with challenging mental health, and since 1995 our unwavering mission has always been to support people on their recovery journey through positive employment. Every year we help thousands of Londoners with mental health challenges to find fulfilling work, regain confidence, and take the next step in their careers and beyond.

We are a leader in implementing the Individual Placement Support (IPS) model of employment support, trailblazing IPS in Primary Care and innovating with the model in Secondary Care, across North, East and West London. We have also cemented our stake in providing Employment support across London.

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 Twining-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)**
- ✓ **7% Discount for fertility treatment**
- ✓ **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

Twining-Hestia supports people across London, with mental health challenges, to find and sustain work, using the internationally recognized Individual Placement and Support (IPS) approach.

## The role: main purpose

To work with clients with more serious mental illness, you will need to be comfortable supporting people who have experienced / are experiencing serious mental health challenges, as well as possibly other serious difficulties in their lives. Although you will receive full training and support, it's important you are aware of the potential impact this may have on your own mental wellbeing.



# Terms of employment

**Job Title:** Employment Specialist

**Service:** Employment Services

**Location:** Waltham Forest

**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.

**Contract:** Permanent, Full-Time

**Hours of Work:** 36 hours per week on average

**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

- Manage a caseload of up to twenty clients and apply the 8 principles of IPS, working with clients to find employment through conventional methods and employer engagement, while ensuring ongoing referrals from the clinical team are effectively managed.
- Collaborate directly with clinical teams and participate in casework and clinical supervision, maintaining a multi-disciplinary approach to client support and contributing as an active member of both the clinical and Support teams.
- Source and secure job opportunities tailored to client needs, building and maintaining a network of employers, and ensuring clients are supported throughout the job search, job start, and retention processes, including providing guidance on benefits changes.
- Track and report on KPIs such as referrals, job outcomes, and work sustainment, while managing documentation and adhering to NHS and Hillside protocols to ensure effective client outcomes and service compliance.
- Provide ongoing support to clients and employers to ensure job retention, working collaboratively on job searching activities, and managing time effectively across community, external settings, and clinical environments.
- Engage in professional development, maintain professional boundaries with stakeholders, participate in external IPS support services and training, and undertake additional tasks as needed, including out-of-hours work when required.



# Your skills and experience

## Person Specification

- Experience in Individual Placement and Support (IPS) or similar employment support services is highly desirable. This includes supporting individuals with diverse needs to prepare for, secure, and maintain meaningful employment, while collaborating with employers and using person-centred, evidence-based approaches.
- Proven ability to collaborate effectively with clinical teams, external agencies, and employers, maintaining a multi-disciplinary approach to client support and ensuring seamless integration of employment and mental health services.
- Strong job sourcing skills, able to identify and secure job opportunities specific to clients' needs through various channels, including local employers and Pan London networks, while building and maintaining relationships with employers to ensure future vacancies.
- Exceptional organizational and administrative skills, with the ability to manage documentation, track KPIs, and meet performance targets such as job outcomes and work retention, while ensuring compliance with NHS and Hillside protocols.
- Client-centered approach, providing ongoing support to both clients and employers, including assistance during the job start process and long-term job sustainment, while offering guidance on the potential impact of work on benefits.
- Self-motivated, adaptable, and committed to professional development, able to manage time effectively across community and clinical settings, maintain professional boundaries, and participate in ongoing training and external IPS support services.



# Safeguarding Statement

Twining-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.

