

## Job Description

<b>Job Title</b>	Employment Specialist
<b>Post ref no.</b>	<i>TBC</i>
<b>Band</b>	<i>5 - Subject to AFC confirmation and Refinement on Appointment</i>
<b>Service area</b>	Adult Mental Health
<b>Location/Base</b>	Various – Community Mental Health Teams
<b>Accountable to</b>	IPS Service Manager – Employment Service

### 1. Job Purpose:

To work with clients (managing a caseload) who have severe and enduring mental health needs, to assist them in securing sustainable paid employment in line with their preferences. To deliver the Individual Placement and Support (IPS) approach, providing person centred advice and guidance to clients whilst building positive relationships with local employers to enable clients to move into suitable employment.

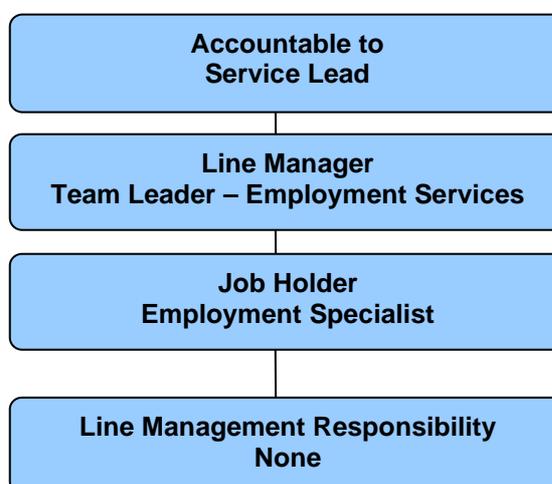
To work with individuals and groups in a variety of settings across Bradford District Care Trust in collaboration with health and social care professionals within the Community mental health teams, Primary Care Networks as well as outside agencies and employers.

To work directly with employers to secure employment opportunities, and subsequently to provide ongoing support according to both service users and employer's needs.

To hold specific responsibility and autonomy for delivering of contract Key Performance Indicators (KPI's) within an allocated team.

The post holder should carry out most tasks using their own initiative and without direct supervision.

### 2. Organisational Chart



### 3. Main duties:

- To deliver the evidenced based Individual Placement and Support (IPS) model adhering to high fidelity standards.
- To act as a champion to promote employment support within the Bradford District Care Foundation Trust.
- To be integrated within a team, working with care co-ordinators and other health and social care professionals to identify service users who are motivated to seek paid employment.
- To manage a caseload of around 20 clients who have severe and enduring mental health conditions prioritising your own workload.
- To work through the 6 key stages of the Employment Service framework with each Service User.
- Work directly with all relevant stakeholders: the service user, CMHT staff, Social Prescribers, Primary Care Mental health workers, Consultant Psychiatrists and employers, to support service users to achieve their employment goal.
- Meet and support clients to understand their key skills, aspirations and goals through completing a Vocational Profile and produce an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, interview techniques and career development.
- Assess client's support needs related to work which may include benefits/welfare advice, disclosure of mental health symptoms etc, and provide support & guidance. Focus on rapid job search with the service user, whilst utilising support networks to help them overcome barriers to employment
- Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.
- Once employment has been secured continue to provide quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.
- Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
- Attend clinical team meetings as an embedded IPS practitioner.
- Build relationships with colleagues in clinical teams to engage and generate referrals and create collaborative working partnerships with clinical staff (promoting employment as a positive intervention in the recovery journey).
- To work flexibly to meet the needs of the service user including working flexible hours.
- To meet annual Key Performance Indicator (KPI) for supporting service users in securing competitive paid job outcomes and working with new clients (Access targets)- Annual KPI's will be set in line with national guidance.
- To act as a vocational resource to provide service information for service users, carers and health and social care professionals.
- To maintain accurate multi-disciplinary notes on the Trust's electronic systems in a timely, objective and confidential manner in accordance with Trust standards.
- To report any progress, change or adverse event promptly to an appropriate member of staff.
- To work collaboratively with other Employment Specialist colleagues using a team-based approach providing caseload cover across the Community

Mental Health Teams, and Primary Care Networks within the Bradford and Craven District

- Working closely with the named Employment Champion, promoting employment within our services
- Undertake presentations/training as required within BDCT, externally to other providers, employers and clients, clinical teams
- To promote service user involvement and empowerment
- To maintain and promote Team and Care Trust Mission and Values.
- To ensure Trust policies and procedures are adhered to.

### **Relationship management:**

Establish positive and integrated relationships with clinical teams, employers and other service providers. This includes:

- To build and maintain employer relationships and maintain employer database.
- Arrange regular meetings with clients to monitor and review progress pre and post-employment.
- Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for the organisation
- Work with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the work place – this can include exploring 'job carving' i.e. carving small slices of work from the duties other staff do not have time to do.
- To develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals.
- Build a multi-disciplinary approach to the return to work. For example involve clinical staff (where relevant) in managing symptoms at work, medication reviews and supporting recovery needs e.g. social skills development, budgeting, travel training etc.
- Build links with local Job Centre Plus advisors
- To develop good working relationships with other organisations which provide vocational services and support that can provide specific opportunities to help individuals achieve their employment goals.

### **Other:**

- To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework, including adhering to monthly deadlines to input/amend data within service spreadsheets.
- To work independently, reliably and consistently to deliver effective IPS practice.
- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within recovery and IPS.
- To co-produce service development with service users where possible.
- To collect employment recovery stories from people accessing the service.
- To partake in relevant workshops/training/networking meetings delivered by IPS partners.

#### 4. Working as part of a Team

- To contribute to effective team working by sharing skills, knowledge and attending relevant meetings including IPS Team meetings/ CPA's, CMHT meetings etc
- To create and maintain effective working relationships with all multi-disciplinary teams and relevant agencies.

#### 5. Managing Self

- Participate in regular supervision.
- Attend all mandatory training.
- Participate annually identifying, developing and agreeing your own development plan with your line manager using the Trust Appraisal process.
- Comply with all Trust policies, procedures and protocols.
- Pay regard to materials and equipment.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy.
- Seek advice and support from your line manager whenever necessary.
- Carry a caseload of clients which they will be responsible for

#### 6. Staff Supervision and Support

- Support students and other team members in delivery of care
- Take part in the induction of new staff and provide basic support to staff (showing staff around, introductions to staff, shadowing etc).
- Participate in clinical supervision in relation to the provision of care and treatment of clients.

#### 7. Financial Responsibility

The post holder does not have financial responsibility for budgetary management. However it is the individual post holder's responsibility to manage organisational resources efficiently and to suggest efficiency savings to line management as they arise. The post holder has the responsibility to maintain the safekeeping of the organisation's property.

#### 8. Safeguarding

All staff members have a duty to report any concerns they have about the safety or well being of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training required for their particular role.

#### 9. Core Values:

Below is the Trust's Vision, Aims and Corporate Priorities. The Corporate Priorities are what the Board has identified as specific priorities. The Trust's vision statement is:

Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work.

## Our Purpose

To create connected communities and help people to feel as healthy as they can be at every point in their lives

## Our Vision

To connect people to the best quality care, when and where they need it and be a national role model as an employer

## Our Values

We Care - We act with respect and empathy, and always value difference

We Listen - We understand people's views and respond to their individual needs

We Deliver - We develop and provide excellent services and support our partners

## Our Goals

### **Our services**

- To provide seamless access to the best care
- To provide excellent quality services

### **Our community**

- To provide our staff with the best places to work
- To support people to live to their fullest potential, to be as healthy as possible

## **Core Statements:**

### **1. Infection Control - All clinical and non-clinical staff groups**

Responsible for, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with Trust policies that you are aware of your individual responsibilities in regard to infection prevention and control this requires you to:

- Maintain safe infection prevention and control environment for yourself and others.
- Be familiar with and comply with current infection prevention and control, guidelines, policies and procedures.
- Raise matters of non-compliance with your manager.
- Attend infection prevention and control mandatory training as dictated by your manager.
- Be appraised in relation to infection prevention and control.

### **2. Risk Management**

All staff need a basic working knowledge of risk management. They all have a responsibility to identify and report risks, hazards, incidents, accidents and near misses promptly, in accordance with Trust Policy. All staff must be familiar with emergency procedures, risk management systems and incident management in their workplace.

### **3. Health and Safety**

All employees have a responsibility under the Health and Safety at Work Etc Act 1974 for their own health, safety and welfare and to ensure that the agreed safety procedures are carried out to provide a safe environment for other employees and anyone else that may be affected by the carrying out of their duties.

Employees must co-operate with the Trust in meeting its statutory obligations with regard to health and safety legislation and must report any accidents, incidents and problems as soon as practicable to their immediate supervisor.

The Trust has a written health and safety policy which employees have a general duty to read in order that they are fully conversant with its requirements.

#### **4. Patient care**

Bradford District Care NHS Foundation Trust is committed to ensuring the highest standards of care and treatment and expects that **all** staff employed within the organisation will treat service users, their carers, relatives and friends with dignity and respect at all times during their contact with services we provide.

#### **5. Information Management**

All members of staff are bound by the requirements of the Data Protection Act 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

The post holder is responsible to learn about information governance, to help ensure that best practice guidelines are followed and personal information is managed to benefit patients, clients and members of staff.

The post holder is required to sign the declaration form to confirm they have read and understood the booklet and leaflet regarding information governance, which will be kept by the HR team in the post holder's personnel file.

Bradford District Care Foundation Trust is dedicated to environmental and social sustainability by delivering on the commitments within our Green Plan. All staff are actively encouraged and supported to participate in training and to identify and implement sustainable quality improvement across all service areas and activities

### **SPECIAL WORKING CONDITIONS**

#### **i) PHYSICAL EFFORT:**

Working in a community settings, travel to visiting patients in a variety of locations and varied environments including NHS bases, patient homes or local community settings. Travel includes district wide locations. Transporting materials required for support and promotion of service for example paperwork and folders

#### **ii) MENTAL EFFORT:**

Mental effort includes working with the multidisciplinary team to consider patients holistically, culturally and systemically, working flexibly to support service users, carers and respond to fluctuating patient needs and potential patient safety matters. Uses communication skills to engage patients, where they may hold different beliefs regarding the causes of their difficulties.

#### **iii) EMOTIONAL EFFORT:**

Given the nature of the client population and role within a mental health team, Employment Specialist may be exposed to patients who are in distress or may share elements of their life stories they found distressing. The Employment Specialist would provide an empathetic and emotionally supportive place for service users and their relatives or carers.

#### **iv) WORKING CONDITIONS:**

The job holder will be required to travel from site to site and across the Bradford district to support patients in the community. Temperature - should be controlled but may experience hot or cold work environment. Violence & Aggression - may experience violence and aggression from patients and/or relatives or carers

**Version Control:**

Change details	By whom	Date requested	Approved by	Agreed date

<b>Job title:</b> Employment Specialist			
<b>Post ref:</b> TBC			
<b>Band:</b> 5 - <i>Subject to AFC confirmation and Refinement on Appointment</i>			
<b>Service area:</b> Adult Mental Health			
<b>Location/base:</b> Various			
<b>Job purpose:</b> To support service users to obtain paid employment working to an annual target To identify employment opportunities for service users Create and maintain links with local employers, employment agencies and vocational providers Develop effective working relationships with the clinical team			
<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>	<b>How Identified</b>
QUALIFICATIONS	Educated to degree level, or equivalent experience	Certificate in supported employment or equivalent  Working towards IPS competency framework	Application Form Interview Certificates
TRAINING	Willing to participate in relevant courses and training as required	Training in supported employment (Particularly the IPS model) Training in welfare benefits	Application Form Interview

EXPERIENCE	<ul style="list-style-type: none"> <li>• Experience/understanding of working with people with mental health support needs, or a similar client group within health, social services or the voluntary sector</li> <li>• Experience of working with someone on a one-to-one basis and facilitating activities that focus on recovery.</li> <li>• Experience of managing multiple tasks at any one time</li> <li>• Experience of working assertively to influence decision makers</li> <li>• Awareness of evidence base of IPS and some experience of delivering interventions that focus on vocational skills.</li> </ul>	<p>Experience of supporting people with mental health conditions to obtain paid work</p> <p>Experience of working within mental health services</p> <p>Previous experience of using the IPS model</p> <p>Proven experience of meeting and exceeding outcomes and targets.</p> <p>Lived experience</p> <p>Experience of partnership working, negotiation and liaison with other agencies</p>	Application Form Interview
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Awareness of the needs of people with mental health conditions</li> <li>• Knowledge of employment and disability related benefits</li> <li>• An awareness of the Individual Placement and Support (IPS) model</li> <li>• Have working knowledge of community resources</li> <li>• An understanding of the employment needs, and challenges faced by people who experience mental health difficulties</li> </ul>	<p>Knowledge of employment law</p> <p>Knowledge of the Equality Act 2010</p>	Application Form Interview

SKILLS	<ul style="list-style-type: none"><li>• Good motivational, communication and listening skills</li><li>• Excellent interpersonal skills and ability to build rapport with a range of people</li><li>• Good organisational ability</li><li>• Team orientated and works collaboratively within a mixed-disciplinary team</li><li>• Ability to work independently (without direct supervision) and use initiative to develop and promote a service</li><li>• Able to use IT and tools such as MS Word, PowerPoint and Excel</li><li>• Ability to prioritise and plan own work load</li><li>• Ability to assess individual strengths in relation to employment</li><li>• Ability to negotiate with employers on behalf of service users</li><li>• Ability to work in a variety of settings</li><li>• Ability to adapt activities to be appropriate for the needs of the individual client</li><li>• Access to a vehicle to meet the demands of the role</li></ul>		Application form Interview

ATTITUDE/APPROACH	<ul style="list-style-type: none"> <li>• A caring, responsible and positive approach.</li> <li>• Non-judgemental and trustworthy</li> <li>• Empathy with the needs of those with mental health support needs</li> <li>• Passion and drive to make a positive difference to people's lives</li> <li>• Resilient and tenacious to not give up despite setbacks and frustrations</li> <li>• Self-aware of personal strengths and weaknesses and actively invest in personal and professional development</li> <li>• Highly motivated with a genuine belief that someone with a mental health condition can find paid employment</li> </ul>		Application form Interview
PHYSICAL	<ul style="list-style-type: none"> <li>• Ability to undertake the physical demands of the job.</li> <li>• Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary)</li> </ul>		Occupational Health Screening
GENERAL	<b>BDCT requires all its staff and prospective employees to carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.</b>		Application Form Interview

