



JOB DESCRIPTION JOB TITLE: Senior Employment Specialist

PAY BAND: £31,129

LOCATION: London Borough of Bexley

ACCOUNTABLE TO: Operations Manager

LINE MANAGER: Operations Manager

HOURS OF WORK: 36 hours per week. The post holder may be required to work flexibly to meet the needs of the service.

CONTRACT LENGTH: 31<sup>st</sup> March 2022, subject to contract extension

JOB SUMMARY

**The opportunity to change minds. The power to change lives.**

For people who need mental health support, getting back into work is a vital step on their recovery journey. The evidence backs this up, but although 90% of people with severe mental illness want to work, only 8% of them are in paid employment. That's why we're looking for people to join a community mental health team as Project Lead and Senior Employment Specialist, to champion our mission and help people who need mental health support - your clients - get back into work.

This is an incredible rewarding role and will be a joint appointment between Mind in Bexley and Oxleas NHS Trust. The Individual Placement and Support service (IPS) is jointly delivered by Mind in Bexley and Oxleas NHS Trust to provide evidence-based employment support to people with enduring mental health problems.

You join a small IPS team working under the supervision of the Operations Manager to deliver IPS as part of the holistic recovery plan for mental health clients in Bexley. You will work with clients (managing a caseload) who have mental health support needs, to assist them in securing sustainable paid employment in line with their preferences, whilst also providing support to your team. You will 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. You will guide, mentor and coach the team to deliver on employer engagement strategies and provide complex case issues support.

MAIN DUTIES AND RESPONSIBILITIES

1. MAIN ACTIVITIES

- To act as a champion to promote employment support within London Borough of Bexley.
- To be integrated within an allocated Community Mental Health Team (CMHT), or provide cover support to localities with high levels of referrals, complex cases, or where there is a disruption to service due to illness or recruitment. Support and lead the delivery of a high fidelity IPS Service by providing in field mentoring, modelling and coaching for Employment Specialists within London Borough of Bexley.
- Provide fortnightly one to one caseload reviews with Employment Specialists to problem solve and identify strategies to help move clients into work, guiding them individually in



best practice with the aim of achieving or exceeding both the individual and team targets of job outcomes in line with IPS principles.

- To manage a caseload of up to 10 clients at any one time who are currently off work / unemployed / receiving specialist mental health services and who wish to return to work or need support to sustain their job.
- To meet regularly with team colleagues to co-ordinate and integrate employment into mental health treatment.
- Prepare individuals for a return to work by supporting clients to understand their skills, aspirations and goals through employment profiling and action planning to enable individuals to identify their preferred job match based on individual preferences, work history, education, transferrable skills and transferrable needs.
- Source meaningful paid job opportunities for clients through tailored job search and regular contact with employers.
- Support the delivery of effective group reflective practice sessions.
- Support the Employment Specialists to integrate into the local service and develop referral pathways with colleagues including attending multi-disciplinary team meetings.
- Support the Employment Specialists to develop and increase employer engagement skills through in the field modelling, coaching and mentioning.
- Monitor performance of the Employment Specialists and keep the Operations Manager updated on progress and any emerging issues, and work collaboratively with the Senior Management Team and Employment Specialists to develop solutions.
- To implement the 8 key principles of the Individual Placement and Support (IPS) model within all aspects of the service.
- Being responsible for clients wishing to return back to work, who have been referred by CMHT/service colleagues.
- To work with Care Coordinators and other health professionals to identify clients who are motivated to seek paid employment.
- Match job tasks and the individual's ability to do the job and any work solutions that may be required to develop the match.
- Spend time getting to know local employers, in order to negotiate job opportunities in the hidden labour market that meet each individual's strengths, needs, abilities and preferences.
- Effective engagement with clients, building hopeful and empowering relationships, aimed at increasing individual confidence and self-belief. Meet and exceed job outcome targets for clients.
- To assess and assist the individuals work related support needs e.g., travelling to work, purchase of new/appropriate clothing as required. Where appropriate provide help to find the right job and provide advice and support on training and also how to prepare for employer interviews.
- Build referral mechanisms including encouraging self-referrals, promoting the service via team meetings and informal mechanisms.
- Develop effective working relationships with a range of external agencies in the locality that might be better able to help individuals achieve their employment goals, eg. local colleges, training providers and external supported employment services. If appropriate signpost the person to other agencies who will be able to provide advice on other benefits/support the person may be entitled to.



- To 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.
- Work flexibly as required by the employer and individual in supporting them to secure paid employment, this may require some working out of normal office hours.
- To undertake job development activities to support clients to secure employment opportunities.
- To maintain a professional relationship with the clients of the programme and with staff, with particular attention to confidentiality and the maintenance of boundaries.
- To collect, record and report data accurately, including numbers of job outcomes and contacts made with employers.
- To collate appropriate data and case studies to support the on-going development of the work, service performance and evaluation.
- To provide specialist benefits advice and build links with Job Centre Plus.
- To create and maintain links with local employers and employment agencies.
- To achieve an annual target for supporting clients in securing competitive paid job outcomes and support the team to achieve the overall team Key Performance Indicators (KPIs).
- 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.
- To act as a resource to provide service information for clients, carers and 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.

## 2. GENERAL

- To promote involvement of people who access services.
- To maintain and promote Mind in Bexley values.
- To ensure policies and procedures are adhered to.
- To liaise effectively and work in partnership
- To contribute to effective team working by sharing skills, knowledge and attending relevant meetings.
- To create and maintain effective working relationships with all multi-disciplinary teams and relevant agencies.
- To support team members by covering other work bases as required.
- Participate in regular supervision.
- Attend all mandatory training.
- Participate annually identifying, developing and agreeing your own development plan with your line manager.
- Comply with all policies, procedures and protocols.
- Carry out duties with regards to the Equal Opportunity Policy.
- Seek advice and support from your line manager whenever necessary.
- Support students and other team members in delivery of care.



- Take part in the induction of new staff and provide basic support
- All staff members have a duty to report any concerns they have about the safety or wellbeing of adult clients, or members of their families, including children.
- Employees should be aware of their roles and responsibilities to both prevent and respond appropriately to abuse.
- They should undertake the safeguarding training required for their particular role.
- The SES will have a good understanding of return to work planning.
- SES's will be aware of the secondary effects on the individual that could be caused by their mental health experience, including loss of confidence, fear of failure etc.
- The SES will also be aware that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities.
- The SES will have the knowledge to understand the work implications of these conditions and be able to support the understanding of others.
- The SES must be aware of and guided by the Job Centre Plus Employment, Health Condition and Disability guide notes.
- To contribute to the development of best practice within the service.
- The SES is expected to use IT proficiently.

This job description is not exhaustive and can be altered in consultation with the post holder.

### 3. OBJECTIVES

- To keep up to date with accurate information on local resources, facilities, training and employment.
- To keep informed of relevant employment legislation and changes to the benefit system.
- To update existing knowledge by attending all relevant training opportunities.
- Keep up to date with the evidence base of effective interventions to support people with common mental health problems to remain in, return to and gain work.

### 4. LEARNING AND DEVELOPMENT

- Advanced Interviewing Skills and Employment opportunities - develop interactions with clients.
- Specialist advisory skills to support people, who are facing complex employment situations related to mental ill health to obtain, return to or retain employment, IPS
- Training, motivational interviewing and employer engagement training
- To undertake mandatory training as required.
- To undertake training in the Individual Placement and Support approach.

## PERSON SPECIFICATION

### Experience Required- Essential

- Experience in managing/ supervising others



Experience of working with people with mental health support needs, or a similar client group within health, social services or the voluntary sector

- Experience of working in a person-centred way in a health, social or community capacity
- Experience of demonstrating impact and user outcomes
- Ability to work from an asset-based approach, building on existing community and personal assets and experience of partnership/collaborative working
- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities.

A commitment to reducing health inequalities and proactively working to reach people from all communities.

- Experience of working within a framework of confidentiality and with access to sensitive personal data
- Experience of and ability to use IT systems including Microsoft Office and database/CRM/case management systems
- Proven track record of successful networking

Desirable

- Health and Social Care or Wellbeing related qualification
- Previous experience working within IPS framework

Essential Skills

- Ability to communicate effectively, both verbally and in writing, with people, their families, carers, employers, partner agencies and stakeholders
- Excellent organisation and time management skills, including ability to plan and prioritise own workload
- Ability to use IT systems, packages and electronic resources for service provision and a keen adopter of digital technology and flexible working methods
- Ability to develop and maintain relationships with professionals and providers throughout the borough
- Ability to understand objective/s, plan effective and deliver outcomes.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to work on own or as part of a team



#### Personal Attributes

- Strong work ethic – be determined, dedicated and reliable
- Be friendly and approachable
- Be confident
- Able to communicate with people to inspire trust
- Able to relate well to individuals of all ages and backgrounds
- Flexible with a willingness to undertake further training or share workloads
- Willingness to work in a variety of settings, including the client's home

*Please note that this position will be subject to satisfactory references and will be subject to an Enhanced DBS check*