**Contract:** Fixed term until 29 November 2024, full-time (35 hours per week)
**Based at:** Nottingham. Regular travel required between delivery locations across Nottinghamshire
**Salary:** £26,520 to £30,000 per annum (dependent on skills, qualifications and experience)
**Project:** IPSPC Working Well East Midlands

**1.**  **MAIN PURPOSE OF THE ROLE**

The Employment Specialist will manage a caseload of participants – either unemployed, in-work or off sick from work – with physical or mental health disabilities, to assist them in securing or returning to sustainable paid employment in line with their preferences.

The role will deliver the Individual Placement and Support (IPS) approach (for which training will be given); providing person centred advice and guidance to participants, whilst building positive relationships with local employers to enable participants to move into suitable employment.

Work collaboratively with Primary Care and NHS Teams, VCS organisations and training partners, maintaining positive and integrated relationships, fostering a holistic approach to recovery through employment.

**2.**  **POSITION IN ORGANISATION**

* Reports to the Senior Employment Specialist
* Day-to-day liaison with the Service Manager, Recruitment Managers and Skills Trainer

**3.**  **DUTIES AND KEY RESPONSIBILITIES**

Key Duties:

* Manage a small caseload of participants with physical or mental health disabilities who are motivated to start/return to work, using the Individual Placement and Support (IPS) ‘place and train’ approach.
* Meet and support participants to understand their key skills, aspirations and goals through completing a Vocational Profile and producing an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, better-off calculations, interview techniques and career development.
* Assess participant support needs related to work which may include benefits/welfare advice, disclosure of mental health symptoms / disabilities etc, and provide support & guidance.
* Source job opportunities for participants through tailored job search and regular contact with local employers to explore hidden, as well as advertised, employment opportunities.
* 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.
* Build relationships with colleagues in clinical teams, job centres and VCS organisations to engage and generate referrals and create collaborative working partnerships (promoting employment as a positive intervention in the client journey).
* Once employment has been secured continue to provide quality service through conducting regular visits, effective monitoring and in-work support to participants and employers to help sustain employment.

Relationship Management:

* Establish positive and integrated relationships with Primary Care teams, VCS organisations, employers, and other service providers.
* Building and maintaining employer relationships, recording all activity on the Chamber’s Customer Relationship Management system.
* Ensure that potential new members are referred to the Chamber’s Membership team for follow up.
* Arranging regular meetings with participants to monitor and review progress pre- and post-employment.
* Developing relationships with local employers, to negotiate job opportunities that meet each individual’s strengths, needs, abilities and preferences.
* Challenging inequalities experienced by participants and addressing existing discrimination, whilst ensuring a process of learning for the organisation
* Working with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the work-place.
* Developing effective working relationships with a range of external agencies who can help participants to achieve their employment goals. This may include local colleges and training providers.
* Acts as the key contact for referral providers, ensuring queries on referrals or on any aspect of partnership working are resolved within 48 hours to adhere to Minimum Service Levels.

Promote and create an awareness of the entire range of products and services including work experience/trial opportunities, self-employment, vocational and accredited training as well as vacancies.

Other:

* Adhere to administrative and data capture protocols which record the progress of participants, and to keep accurate and complete records of casework.
* To work independently, reliably, and deliver consistently to deliver effective IPS practice.
* Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation.
* To co-produce service development with service users where possible.
* To collect Good News Stories from people accessing the service.
* Partake in continuous learning about mental and physical health conditions, their impact and how they can be managed and undertake mandatory training as required.
* Protecting organisation's value by keeping information confidential and ensuring all personal data for which you are responsible within the business is held in accordance with GDPR.
* Meeting Health and Safety requirements.
* Complying with Equal Opportunities legislation and requirements.
* Carrying out of other duties which are broadly consistent with the job description and level of the post as required and operational delivery of the programme when required.

**4.**  **PERSON SPECIFICATION**

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| --- | --- | --- |
| **Knowledge and qualifications**  * Trained in IPS approach
* IAG Level 3 certificate
* Knowledge of Chambers of Commerce
* Experience of working with secure CRM systems
* Good working knowledge of Microsoft Office and Cloud based applications
* Good basic or key skills in English and Maths
* Health and Wellbeing Level 3
* Mental Health Awareness Level 2
* Basic Counselling certificate

  |    essential   essential     essential     essential   essential |       desirable   desirable         desirable    desirable     |
| **Experience**  * Understanding of the needs and challenges faced by people experiencing mental health difficulties when looking for employment
* Knowledge of coaching strategies, motivational interviewing and goal setting to achieve employment outcomes
* Good knowledge of Employment Law and the Equality Act in relation to disability and discrimination
* Knowledge of relevant Welfare Benefits, i.e. disability, employment and in-work benefits
* Working with companies who are looking to recruit staff
* Experience of working with a diverse range of needs

   |    essential   essential   essential   essential   essential  essential  |                |
| **Skills and abilities**  * Good organisational and administration skills
* Strong, professional communication skills at all levels (written & verbal)
* To understand peoples limitations
* Manage own workload/diary and adhere to deadlines
* Ability to check all activity is compliant with Minimum Service levels

   |    essential   essential   essential    essential   essential   |              |
| **Personal attributes**  * Takes responsibility
* Celebrates and is proud of success
* Supports others and works well with a team
* Creative and challenges tradition
* Must be dependable, reliable and trustworthy
* Must be able to exercise tact and diplomacy at all levels and show empathy
* Must be able to work under own initiative
* Full driving licence (able to drive in the UK for business purposes)
* Access to own transport, and willing to travel to delivery sites across Derbyshire and Nottinghamshire
* Tenacious and driven to succeed

* Well presented
* Must be prepared to work flexibly in terms of working hours
* Able to pass an enhance criminal record check
 |    essential   essential   essential   essential   essential   essential   essential   essential    essential    essential   essential   essential essential    |    |

 **5. OTHER INFORMATION**

This role operates within a face-to-face delivery model (working from Chamber offices, in the community and within customer premises) and therefore not suitable for remote working e.g., from home due to programme requirements.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_