**Based at:** Nottingham. Regular travel required between delivery locations across Nottinghamshire and occasionally in the High Peak
**Contract:** Permanent, full time (35 hours per week)
**Salary:** £28,840 to £30,900 per annum (see scale points in section 5)
**Project:** IPSPC Working Well East Midlands Programme

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

The Employment Specialist will manage a caseload of participants who have a wide range of barriers by assisting them to secure or return to sustainable paid employment in line with their preferences.

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

To work collaboratively with support partners – including Primary Care and NHS Teams, VCS organisations and training partners – while maintaining positive and integrated relationships to foster a holistic approach to managing a participant's journey.

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

* Reports to a Senior Employment Specialist.
* Day-to-day liaison with the Service Manager, recruitment and engagement team, colleagues, partner organisations and participants.

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

Key Duties:

* Manage a caseload of participants with significant barriers (including physical and mental health) who are motivated to start/return to work by using the Individual Placement and Support (IPS) 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 or physical health symptoms/disabilities, 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 reasonable adjustments, return to work strategies 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 participants 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.
* Build and maintain 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.
* Arrange regular meetings with participants to monitor and review progress pre- and post-employment.
* Develop relationships with local employers to negotiate job opportunities that meet participants strengths, needs, abilities and preferences.
* Challenge inequalities experienced by participants 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 workplace.
* Develop 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.
* Act 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.
* Meet Health and Safety requirements.
* Comply with Equal Opportunities legislation and requirements.
* Carry out of other relevant duties as required by the management team.

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

|  |  |  |
| --- | --- | --- |
| **Knowledge and qualifications**  * IPS Grow training
* Advice and guidance level 3 qualification
* Knowledge of Chambers of Commerce
* Experience of working with secure CRM systems
* Good working knowledge of Microsoft Office and Cloud based applications
* Good use of English and Maths (verbal and written)
* Mental Health Awareness and/or customer service qualification (Level 2 or higher)
* Basic Counselling certificate and/or Health and Wellbeing level 3
* Fire marshal and/or Emergency First Aid at Work certificates including willing and able to operate as in-work cover
 |   essential  essential    essential    essential  essential  essential |      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) with access to own transport
* Willing and able 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 home working.

The salary scale for this role is:

|  |  |
| --- | --- |
| Scale point 1 | Starting salary of £28,840 per annum |
| Scale point 2 | The postholder can apply\* for a salary of £29,870 per annum if they have:* Successfully completed their probationary period and the IPS Grow training
* At least 24-weeks continuous service at the Chamber
* Not been involved in any performance management, disciplinary or capability process in the last 60 days before application.

*\*Apply by submitting copies of relevant certificates to* *hr@emc-dnl.co.uk* *stating scale point 2 Employment Specialist eligibility, any pay changes will be confirmed in writing by HR with effect from 1st of following month* |
| Scale point 3 | The postholder can apply^ for a salary of £30,900 per annum if they:* Have successfully completed their probationary period and the IPS Grow training
* Hold a level 3 or higher advice and guidance qualification
* Hold a level 2 or higher Mental Health Awareness OR customer service qualification
* Are a certified fire marshal and/or emergency first aid at work trained and willing to provide in-work cover
* Have not been involved in any performance management, disciplinary or capability process in the last 60 days before application.

*^Apply by submitting copies of relevant certificates to* *hr@emc-dnl.co.uk* *stating scale point 3 Employment Specialist eligibility, any pay changes will be confirmed in writing by HR with effect from 1st of following month* |
| The Chamber is committed to supporting our people on their learning journey. Due to budgets, there is a finite number of training places per year. Each year the department head will invite team members to express their interest in writing for the qualifications available. If there are more expressions of interest than places available, we will shortlist people based on their programme performance. |

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

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

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