

JOB DESCRIPTION

Job title	Senior Employment Advisor
Department	Wakefield Talking Therapies (IAPT service)
Reports to	The Senior Operations Manager (line/local) & The Regional Manager, Employment Services (technical/training)
Grade	4

Job purpose	<p>Leading a small team of specialist employment advisors and working closely with clinicians who provide psychological therapies to people with common mental health problems, the post holder will manage a small team whose purpose is to support service users to obtain suitable employment or to retain their current job.</p> <p>The role involves working directly with IAPT Clinical staff and with a range of external agencies, community groups and organisations including, but not limited to: Jobcentre plus, trade unions, employers, employment agencies and advocacy services.</p>
Key accountabilities	<p>General</p> <ul style="list-style-type: none"> • To work in a person-centred way. Being led by and focussing on the aspirations of the client, considering their strengths, difficulties and employment assets in order to offer the most effective support. • To comply with and adhere to all Turning Point corporate policies and local policies. <p>Advice, Guidance and Assistance</p> <ul style="list-style-type: none"> • To manage a small caseload of clients who have experienced mental health problems and want support to obtain a job or to retain their existing employment. • To utilise specialist advisory skills to support people, who are facing complex employment situations related to mental ill health to obtain, return to or retain employment. • To conduct employment assessments (including exploration of the client's job goals, aspirations, barriers to employment and any concerns regarding their capacity for work). • To explore develop and apply evidence-based strategies to address or mitigate identified barriers. • To provide practical work focussed assistance to clients, including but not limited to, support with the completion of application forms, job search, CV writing and interview preparation.

	<ul style="list-style-type: none"> • To devise and agree with the client a SMART (specific, measurable, achievable, realistic and time-bound) action plan detailing the support to be provided and steps to be taken to assist the client to obtain employment or retain their existing employment. • To provide clients with careers advice and advice in respect of employment opportunities within the local labour market. • To identify work solutions that will resolve or mitigate potential difficulties that clients may experience in the workplace (inc. return to work issues and issues resulting from behaviour in the workplace). • To advocate and/or negotiate on behalf of clients and to support clients to negotiate with employers and/or other agencies. • To refer and signpost clients, where appropriate, to other agencies/organisations/advocacy service that can provide specialist support or advice. • To provide support clients after they have returned to work or secured employment in order to help them sustain in employment. <p>Administration and Data Capture</p> <ul style="list-style-type: none"> • To maintain records and collate and report data pertaining to service performance. • To analyse and present performance data. • To participate in service audits and evaluative research as required. <p>Market Awareness, Networking and Creating Opportunities</p> <ul style="list-style-type: none"> • To develop an in-depth knowledge of the local labour market and liaise with employers in order to identify or create opportunities for clients. • To work closely with local agencies and initiatives to identify appropriate job vacancies. • To maintain knowledge of local resources, facilities, training and support services. <p>To liaise with IAPT clinical staff maintaining and developing the integration of employment support and mental health treatment.</p>
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Leadership and People Management

- Providing visible leadership and support to the employment team.
- Line management and day-to day operational oversight of direct reports in accordance with Turning Point policies and procedures (inc, authorisation of annual leave and other people transactions).
- Organise and chair team meetings and other meetings relevant to the team/service.
- Undertaking regular one-to-one supervision and personal development planning with employment advisors.
- Coaching of employment advisors to support their development.
- Management of incidents ensuring that learning is shared within the team. Ensuring that incidents are recorded on datix and conducting investigations and authoring reports where required.
- Having oversight of safeguarding activity to ensure that people we support are safeguarded.
- Ensuring that support delivered to service users is of high quality and meets their needs.
- Identifying the training needs of employment advisors and ensuring that training needs are addressed.
- Ensuring that all steps are taken to ensure the health and safety of the team and of people we support.
- Ensure that employment advisors maintain appropriate records (inc. clinical and performance data) in line with the service operational policy and monitor and evaluation requirements.
- Addressing any performance issues within the team and identifying steps to improve performance.
- Conducting HR processes (e.g. grievance, disciplinary, performance improvement) as required (inc. chairing formal/informal meetings).
- Ensuring achievement of performance targets.
- Conducting complaint investigations and resolving any issues or concerns raised by people we support or partner agencies.

	<p>Professional Development</p> <ul style="list-style-type: none"> • To undertake required training (including training mandated by Turning Point). • To continually evaluate own skills and knowledge and proactively seek opportunities to address gaps in knowledge and/or to enhance or develop own skills. • Participate in regular supervision and personal development planning with the senior operations manager and regional manager (employment services) and to seek advice and support in respect of complex issues. • Participate in regular IAPT management team meetings. • To contribute to the development of best practice within the team/service. • To keep up to date with relevant employment law, labour market conditions and the benefits system (inc. DWP/Jobcentre plus guidance notes in respect of Employment, Health and Disability).
	<p>Duty of Care</p> <ul style="list-style-type: none"> • To appropriately escalate any concerns following the identification of risk. <p>To promptly report change or adverse events to the senior operations manager.</p> <ul style="list-style-type: none"> • To follow and adhere to Turning Point risk management, safeguarding and incident management policies.
	<p>Other Duties</p> <ul style="list-style-type: none"> • Work in line with Turning Point's policies and procedures. • Understand and comply with all health and safety requirements relating to oneself and clients you are working with. • To communicate in a way that recognises difference and ensures that people feel included. • Contribute to the development of Turning Point's policies, projects and plans relating to equality, diversity and post treatment support • To manage own time, diary and day to day work effectively.

	<ul style="list-style-type: none"> • To maintain accurate expense and mileage claims and submit claims in timely manner, providing receipts as required • Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner. <p>Duties may vary from time to time, without changing the general character of the post or the level of responsibility.</p>
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Dimensions	Direct reports	5
	Total staff overseen	5
	Internal contacts	<ul style="list-style-type: none"> • Employment Advisors • Senior Operations Manager • Regional Manager (Employment Services) • IAPT Clinical Staff • Members of the MH Business Unit • Wider Turning Point managers, operational colleagues and colleagues from Turning Point Central Service Departments.
	External contacts	<ul style="list-style-type: none"> • Clients using the service • DWP / Jobcentre plus • Local employers • Local community and voluntary sector, statutory organisations
	Financial authority	<ul style="list-style-type: none"> • Manage own expenses ensuring expenses incurred are in line with organisational policy. • Managing and authorising expenses incurred by members of the team ensuring expenses incurred are in line with organisational policy. • Contribute to gaining best value from resources that may be available within the service.

PERSON SPECIFICATION

Job title	Senior Employment Advisor	
Personal effectiveness	Essential <ul style="list-style-type: none"> • Possessing strong interpersonal skills with the ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way. • Having effective written and oral communication skills. • Having strong organisational, time management and organisational skills. • Ability to adapt own approach and activities in a way that is appropriate to meet the needs of individual clients. • Ability to work as part of a multi-disciplinary team and foster good working relationships. • Committed to promoting a positive image of people with mental health conditions, learning disabilities and other health conditions or disabilities. • Ability to support people in a way that inspires trust and confidence, motivating others to reach their potential. • Ability to work flexibly and enthusiastically within a team or on own initiative • Possessing a high level of emotional resilience and able to work well under pressure • Able to provide a culturally sensitive service, supporting people from all 	Desirable <ul style="list-style-type: none"> • Basic counselling skills • Experience of working in a primary care mental health environment. • Training in motivational interviewing /coaching or equivalent. • Fluency in a language other than English.

	backgrounds and communities, respecting lifestyles and diversity	
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Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Ability to lead, manage and deliver supervision to a team of employment Advisors. • Ability to work as part of a multi-disciplinary team and foster good working relationships. • Ability to organise, plan and prioritise own workload and to take personal accountability for actions. • Understanding of, and commitment to, equality, diversity and inclusion. • Knowledge/experience in assessing risk presented by clients to themselves and others. • Understanding of when it is appropriate to refer people to other health professionals (e.g. when there is a mental health need requiring a qualified practitioner). 	<ul style="list-style-type: none"> • Previous management/supervisory experience. • Knowledge of harm reduction, suicide and self-harm awareness

Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Educated to Level 3 (A'level or equivalent qualifications). • IT literacy 	<ul style="list-style-type: none"> • A bachelor's or higher degree in a subject relevant to the job role. • Experience of using Microsoft Office suite (Word, Excel, PowerPoint, Outlook & Publisher). • Experience of using databases
	<ul style="list-style-type: none"> • Experience of providing employment/vocational support. 	<ul style="list-style-type: none"> • Experience of managing an employment support service. • Experience/knowledge of IPS. • Experience of supporting people with mental health conditions into employment. • Experience of supporting marginalised groups and/or people with high level of social and health need.

		<ul style="list-style-type: none"> • Experience of working in an IAPT service.
	<ul style="list-style-type: none"> • Experience of return to work planning/developing action plans. • Understanding of barriers to employment and difficulties faced by people with mental health conditions and the barriers and difficulties faced by people with other health conditions and disabilities. 	<ul style="list-style-type: none"> • Knowledge and experience of delivering evidence-based interventions that support people with mental health conditions to obtain or remain in employment.
	<ul style="list-style-type: none"> • Understanding the work implications that may result from mental health conditions. • Knowledge of employment law (inc. the Equality Act 2010). • Commitment to personal and professional development 	<ul style="list-style-type: none"> • Awareness of DWP and Jobcentre plus guidance notes on Health Conditions and Disability. • Knowledge of employment and disability benefits (inc. PIP and Access to Work). • Experience of working in a service with performance targets.

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> • Satisfactory references and DBS criminal record checks. • Access to own transport and ability to travel across the locality on a regular basis. 	