

Job Description and Person Specification

Talking Therapies Senior Employment Advisor



POST:	Talking Therapies Senior Employment Advisor
LOCATION:	Shipley/Community based across the Bradford District
GRADE / SALARY:	£29,000 FTE per annum (including NHS Uplift)
HOURS:	Up to 37.5 hours per week
CONTRACT DURATION:	12-months Fixed term
ACCOUNTABLE TO:	Head of Operations - Employment

Purpose of the Job:

This role is part of an employment advice service, working closely with clinicians who provide psychological therapies to people with common mental health problems. The post holders will support service users with common mental health problems to gain, return to or retain employment.

The role will involve working directly and indirectly with Jobcentre Plus, employers, trade unions and employment agencies to keep people in employment and secure employment opportunities.

Key relationships:

- Clinical Talking Therapies Staff
- Administrators within Talking Therapies
- External agencies & community groups
- The Cellar Trust services e.g. HR
- PWP Lead roles
- JCP
- Local Advocacy Services
- Local Employers

MAIN DUTIES:

Key Objectives

- To have Line Management Responsibilities for Employment Advisor's (EAs).
- To conduct regular supervisions and case load management for the EAs.
- To ensure KPI's are met across the team.
- To manage a caseload of people who have experienced mental health problems and who wish to retain, return to, or regain employment.
- The Lead EA work will be led by and focused on the aspirations of the client, considering their strengths, difficulties, and employment assets in order to offer the most effective support.
- Conduct an employment assessment, discussing the person's job goals and any concerns regarding their capacity for work. To examine barriers preventing them

Job Description and Person Specification

Talking Therapies Senior Employment Advisor



from paid employment and whether the individual could develop strategies to address them.

- 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.
- Refer and signpost the person to other support if they have particularly complex barriers.
- Offer the person support by agreeing an action plan with the person detailing the steps to be taken to either get back into or retain employment and the appropriate support route. Action plans need to include abilities, work solutions, preparation for work, disclosure as well as SMART.
- The Lead EA will develop in-depth knowledge of the local labour market, local support and new initiatives, taking into account the needs of the client to support effective interventions. Including specialist schemes to help with retaining or finding employment.
- Where appropriate provide help to find the right job and provide advice and support on training and how to prepare for employer interviews.
- To appropriately escalate any concerns following the identification of risk and to follow the EA Risk Policy.
- Aim to identify work solutions that will overcome or minimise difficulties within the workplace. In particular establishing any return to work issues, potential behaviour in the work place, possible work solutions.
- Provide the person with appropriate tools to enable them to ensure that their needs are met within the workplace. Support to either self-advocate or source an appropriate advocate.
- 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.
- Provide personalised support after an individual has returned to work or secured employment to help them to sustain employment.
- To develop and maintain the integration of Employment support and the wider Talking Therapies service.
- To report any progress, change or adverse event promptly to the Head of Operations at The Cellar Trust.
- Work closely with local agencies to identify appropriate job vacancies.
- To attend regular supervision with your line manager.

Job Description and Person Specification

Talking Therapies Senior Employment Advisor



General Requirements

- The Lead EA will have a good understanding of return-to-work planning.
- Lead EAs will be aware of the impact on an individual who is experiencing mental health issues, including loss of confidence, fear of failure etc.
- The Lead EA will also be aware that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities. The EA will have the knowledge to understand the work implications of these conditions.
- The Lead EA must be aware of and guided by the Job Centre Plus Employment, Health Condition and Disability guidance notes.
- To contribute to the development of best practice within the service.
- The Lead EA is expected to spend a large part of their working day at a desk using a computer and/or speaking on the telephone.

Learning and Development and Training:

- Commitment to identify and explore training opportunities based on own gaps in knowledge.
- Understand the importance of legislation and procedures.
- To keep up to date with accurate information on local resources, facilities, training and employment.
- To update existing knowledge by attending relevant training opportunities and CPD arranged by the service.
- Keep up to date with the latest updates on employment law, labour market changes and benefits system.
- Commitment to complete national training programme for EAs.

Data:

- To complete all necessary notes on the IAPTus system including questionnaires, reports and summaries for each client contact.
- Collect & report data to support service performance and evaluation.
- Contribute where appropriate to national data collection to inform national programme roll out.

Job Description and Person Specification

Talking Therapies Senior Employment Advisor



Values and Behaviours:

- Create and maintain a culture of respect, always challenging and rooting out discrimination and stigma.
- Demonstrate a consistent belief in people and tenacity in supporting people to improve their future.
- Be passionate about our work and inspire others to feel the same.
- Be committed to doing things well and always look for opportunities for improvement.
- Model excellent partnership and team working.

PERSON SPECIFICATION

Listed below are the knowledge, experience skills and values you'll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

Knowledge	Method
A degree level qualification or substantial experience in professional supervision	Application
Awareness or knowledge and/or lived experience of the challenges facing people who have difficulties relating to their mental health.	Application Assessment
Training and vocational work, career advice job retention and presenteeism	Assessment
An understanding of the context of Talking Therapies stepped care model	Application Assessment
An understanding of DHC Trust policies, procedures, and guidelines	Application Assessment
Knowledge of working with diversity, equality and inclusion within the minority and ethnic groups	Application Assessment
Knowledge of outcome measures and their use for clinical and audit purposes	Application Assessment
Knowledge of child protection and safeguarding legislation	Application Assessment
A knowledge of the local labour market and the community resources that can support patients with their employment needs	Application Assessment

Job Description and Person Specification

Talking Therapies Senior Employment Advisor



Experience	
Experience of coaching and enabling patients to find their own solutions.	Application Assessment
Good experience of customer service	Application Assessment
Significant experience of screening, assessing and working with a wide spectrum of mental health issues and working with people with mild to moderate anxiety or depression	Application Assessment
Experience of delivering training to a range of professionals	Application
Experience of partnership working	Application
Demonstratable experience of face-to-face customer service in employment	Application Assessment
Substantial experience of multidisciplinary teamwork	Application Assessment
Experience or a good understanding of working within a Talking Therapies service	Application Assessment
Experience of working in a primary care mental health setting	Application Assessment
Experience of undertaking audits and research	Application Assessment
Experience of and ability to provide mentor/advisory role	Application Assessment
Skills	
Ability to self-reflect, whilst working with patients, in own personal and professional development and in supervision	Assessment
Skilled at developing good rapport with patients and enabling them to find their own solutions	Assessment
Ability to set clear SMART employment goals with patients	Application
Ability to work within a team and build on existing relationships with both internal and external stakeholders	Application Assessment
Demonstrate commitment to personal and professional development	Application Assessment

Job Description and Person Specification

Talking Therapies Senior Employment Advisor



Ability to work under pressure	Application Assessment
Positive regards for others and respect for individuals' rights of autonomy and confidentiality	Application Assessment
Able to communicate clearly and persuasively both verbally and in writing	Application Assessment
Basic IT skills including word processing, excel and data base packages	Application Assessment
Ability to carry out a range of evaluation and monitoring techniques	Application Assessment
Experience of working with interpreters	Application Assessment
Ability to problem solve	Application Assessment
Positive, caring and enabling approach	Application Assessment
Reliable, trustworthy, and enthusiastic	Application Assessment
Able to motivate and innovates self and others	Application Assessment
Have good self-awareness of well-being for self and others	Application Assessment
Willing and able to undertake the relevant training associated with the role. Particularly leadership and supervision of the EA in Talking Therapies role	Application Assessment
Ability to work unsupervised and manage own caseload and time	Application Assessment
Values	
A firm belief that all people matter and deserve respect	Assessment
An evidenced belief that everyone can change	Assessment
A track record of delivering on your commitments	Assessment
A personal commitment to equality, diversity, and inclusion	Assessment