Job Description - *Employment Specialist - Thrive IPS Project* Ref code HRF20

Post	Employment Specialist, Thrive IPS Project (Sandwell and West Birmingham)
Job Purpose	Embedded in Primary Care, Community Health Teams, and the wider community you will be delivering employment support to clients in parallel to the health treatment being delivered by NHS clinicians. Working intensively with a maximum caseload of 25-30 clients who have a health condition which impacts on their ability to gain work, assisting them to obtain and sustain employment that is consistent with their vocational goals, following the eight principles of IPS. Meeting and exceeding performance targets for referrals, engagements, programme starts, employer engagement, job starts and sustainment, in compliance with contractual guidelines and quality procedures. The programme is a Randomised Control Trial (RCT), which means that all individuals referred into the trial will be randomly allocated to either a treatment group or a control group, therefore Employment Specialists must adhere to the trial protocol and guidelines. The aim of the trial is to evidence employment as a heath outcome in line with the NHS Five Year Forward Plan.
Location	Birmingham
Line Manager	Team Leader , Thrive IPS Project (Sandwell and West Birmingham)
Job Category	Adults Workforce: Any position that involves working/volunteering with adults
Salary	£25,000 per annum
DBS Disclosure	Enhanced

To comply with and understand Prospects sa feguarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

Job Description

Duties are as follows:

- Ensure adherence to the company's equalities and diversity policy
- Complete extensive outreach activities to secure referrals to the trial
- Build relationships with clinical and community health teams to generate referrals and create collaborative working partnerships with NHS clinicians including GPs, Practice Managers, Nursing staff and wider clinical teams
- Attend weekly meetings with clinical teams, where possible, and communicate with team members to integrate vocational services into health treatment processes
- Conduct initial meeting with client to build rapport, gain consent to proceed with the trial, collect baseline information and use randomisation tool to assign to the trial or control group, performing the role of researcher under trial protocol conditions
- Support clients to understand their skills, aspirations and goals through the completion of a Vocational Profile and produce an Action Plan to obtain and sustain competitive employment in line with their preferences
- Assisting clients to understand their benefits through the delivery or sign posting for In Work Benefit calculations and sourcing additional financial support
- Focus on rapid job search with the client, whilst utilising local support networks to help them overcome their barriers to employment
- To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals for example, local colleges, training providers and external supported employment services such as the National Careers Service
- Develop collaborative working relationships with employers to enable support to be provided to clients in work, and to help employers understand how to better support their staff. In particular, ensuring the service is focused on accessing the hidden labour market to unlock potential jobs that match with service user preference
- Source job opportunities for clients through tailored job search and regular contact with employers
- Promote the benefits of supporting service users to access employment, aiming to raise the profile of IPS services and raise expectations around the ability of service users to access paid employment
- To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc. and sign post on for support needs
- To deliver Thrive presentations to potential participants and community partners as required
- To set up and coordinate events and pop ups to promote Thrive to potential participants
- Provide individualised in work support using the place then train model and ensuring effective support networks are in place to achieve sustainment

- To maintain a professional relationship with the clients of the programme and with other staff, with particular attention to confidentiality and maintenance of professional boundaries
- Management of an active caseload of up to 30 service users to meet personal and team targets and KPIs and provide caseload support internally to colleagues
- Track customers to monitor their progress. Gather the evidence required as part of the reporting and claims process
- Ensure accuracy and compliance with contract data entry, processes and procedures, documentation completion, the Fidelity Scale and the requirements arising from participation in a randomised controlled trial
- Record all interactions with customers on the MI database in a timely manner to meet contract deadlines, compliance and evidence requirements
- Spends 65% of scheduled work hours working in community settings away from Primary Care and Community Care Teams in line with Fidelity requirements (such as within libraries, community centres, coffee shops)
- Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements
- Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies
- To work flexibly as required by the individual and employer which may require some working out of normal office hours
- Other duties commensurate with the level and nature of the post

Research Trial Environment

- Maintain accurate and timely records, working according to the trial protocol
- To immediately flag if any service user appears at risk of being negatively affected after the randomisation process and utilise agreed strategies to support
- To follow direction from the Thrive into Work Programme Team or the National Evaluator

Training and Development

- To undertake mandatory training as required by the Thrive into Work Programme including training in the IPS approach
- To actively participate in own continuous professional development

Policy and/or Service Development

- To work with the IPS Service Manager and Team Leader to ensure that vocational support services continue to develop effectively
- Ensure that effective referral and information structures related to this service are in place

- Ensure that effective monitoring and evaluation systems are adhered to, in relation to the research programme and keep abreast of changing practice

Management of Resources

- Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services

KEY BUSINESS PRIORITIES (including targets and KPI's)

- Maximising programme outcomes by meeting and exceeding targets set by the Team Leader

- Accurate identification of client support needs (both pre work and in work)

- Creating and delivering candidate Action Plans to overcome identified barriers by utilising diverse support networks to a high quality standard

QUALIFICATIONS, SKILLS, KNOWLEDGE OR EXPERIENCE:

ESSENTIAL

- Driver with access to vehicle and business insurance

- Excellent communication skills with the ability to adapt to a wide range of communication and learning styles

- Proactive approach to engaging with participants and sourcing potential referrals

- High level of optimism, initiative and effective interpersonal skills in order to engage effectively with service users, clinical teams and employers

- Influencing skills that promote commitment and action

- Focused approach to supporting job search and progression with a sense of urgency

- Client focused with a strong commitment to client care

- Disability Capability with demonstrable experience of supporting clients with mental ill health and other health conditions and disabilities

- Strong team player with a positive and flexible approach to both work and colleagues

- Creative problem solving skills and a positive approach to challenging and overcoming limiting beliefs

- Proactive diary management and organisational skills

- Ability to plan and organise workload to meet required targets and deadlines

- Experience of people development on a one to one basis

- Experience of meeting and exceeding programme outcomes and targets

- Accurate identification of candidate support needs both pre and post-employment, with appropriate interventions delivered by self, or sourced through additional support networks

- Creating and delivering candidate Action Plans

- Experience working with employers to develop job opportunities for clients, and to support them whilst in work

- Attention to detail and ability to work to a defined delivery structure

- Able to work flexible hours and travel through prior arrangement as the needs of the job dictate.

DESIRABLE (compulsory to be attained once in role)

- Holds Level 3 Diploma in Employability Services Sector qualification

- Holds Mental Health First Aid Qualification

- Trained in the IPS approach

Note: As well as possessing the necessary qualifications, skills, knowledge or experience, having the right mind-set and behaviours which are in line with our company values is equally important.