



**Job Title:** Employment Retention Adviser

**Salary:** Min - £22,686 – Max £27,686 (All other areas)  
Min - £23,820 – Max £28,820 (+ 5% South East)  
Min – £24,955 – Max £29,955 (+ 10% London)

**Reports to:** Senior Retention Adviser / Project Manager

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

We need an Employment Retention Adviser to provide highly effective support to individuals during sickness absence to maintain employment and improve their health and well-being. To assess, guide and support Clients who wish to pursue alternative employment.

The aim of the centre is to deliver services which create a society in which everyone has the opportunity for employment, inclusion and independence.

To stand-out you need to champion and embrace change, balance the empathy of a charitable heart with a commercial edge, and be willing to learn and collaborate with others.

Are you right for the job?

- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?

- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

Job Title: **Employment Retention Adviser**

**(E = Essential D = Desirable)**

<b>Competencies</b> <ul style="list-style-type: none"><li>• Embraces change and drives continuous improvement <b>(E)</b></li><li>• People centred in a commercial framework, takes accountability for results <b>(E)</b></li><li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity <b>(E)</b></li><li>• Collaborates and unites with others behind the organisations mission <b>(E)</b></li><li>• Provides a best in class service to all customers internal and external <b>(E)</b></li></ul>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Minimum of 5 GCSEs or equivalent. <b>(E)</b></li><li>• Educated to Degree Level <b>(D)</b></li></ul>
<b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"><li>• Minimum of 3 years' experience providing case management support to a caseload of clients with health and/or employment related barriers <b>(E)</b></li><li>• Understanding of the practical impact of common health conditions on an individual's ability to work <b>(E)</b></li><li>• Ability to manage a caseload of individuals with different needs and goals <b>(E)</b></li><li>• Practical experience in accessing external support services and well developed networking skills <b>(E)</b></li><li>• Good level of understanding of UK Employment Law <b>(E)</b></li><li>• Ability to work effectively in a target driven environment <b>(E)</b></li><li>• Initiative and decisiveness, making sound decisions based on available evidence <b>(E)</b></li><li>• Good organisational and planning skills taking responsibility for delivering expected outcomes on time and to the required standard <b>(E)</b></li><li>• Problem solving skills <b>(E)</b></li><li>• Coaching skills and/or experience <b>(D)</b></li><li>• Financial acumen and numeracy skills <b>(E)</b></li><li>• Strong communication and listening skills <b>(E)</b></li><li>• Excellent written and presentation skills <b>(E)</b></li><li>• Empathetic <b>(E)</b></li><li>• Ability to quickly build rapport and strong relationships with a range of clients and stakeholders <b>(E)</b></li><li>• Non-judgmental <b>(E)</b></li><li>• Professional and credible both to employers, clients, health professionals and referral partners <b>(E)</b></li><li>• Demonstrably committed and resilient, flexible and innovative <b>(E)</b></li></ul>
<b>Safeguarding</b> <ul style="list-style-type: none"><li>• Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults <b>(E)</b></li></ul>

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| <ul style="list-style-type: none"><li>• Role requires a Criminal Records Bureau disclosure at Enhanced level <b>(E)</b></li></ul> |
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## **Main Duties and Responsibilities**

1. Co-ordinate and support the delivery of individual Health and Work Action Plans to support participants to remain in work, with particular focus on:
  - Working in partnership with employers to provide practical advice and guidance on supporting people in work with health conditions, including workplace adjustments and mediating between employers and employees;
  - Providing wellbeing advice to promote healthy lifestyle changes which will increase the likelihood of an individual remaining in work; and
  - Employment coaching, including careers guidance, CV building and job brokerage.
2. Build and maintain strong relationships with a range of referral partners including GPs, Community Health Teams and other community service providers.
3. Proactively promote the service in order to meet referral targets.
4. Manage a highly diverse caseload of clients.
5. Conduct holistic Health and Work Assessments with all programme participants.
6. Co-produce tailored and practical Health and Work Action Plans in partnership with participants.
7. Build and maintain a network of onward referral partners who will provide specialist support for programme participants.
8. Provide in work support to employers and employees to retain and maintain employment
9. Maintain accurate and compliant electronic client records.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of

omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.