shaw trust

Job Description

Job Title: **Work and Health Coach**

Reports to: **Senior Work and Health Coach**

Grade Band: **E**

Location: **West London**

Purpose

Work Well is a government funded programme that offers an early-intervention work and health support and assessment service. This provides holistic support to overcome health-related barriers to employment, and a single, joined-up gateway to other support services.

Work Well sits within our Community Health & Wellbeing division and is a growing part of the business and our wider employment support offer to our beneficiaries.

We work in partnership with mental and/or physical health clinical teams, GP practices and other referral partners who refer clients who are currently in employment but are experiencing difficulties in the workplace and require assistance to help them return to work, remain in work or find new employment. This programme will also support those who have fallen out of work to get the support they need to return to employment. That support will be tailored to their specific needs and circumstances.

We need a Work and Health Coach to provide highly effective support to individuals and guide them on their journey to returning, remaining or finding new employment while also supporting them to improve their health and wellbeing. The Work and Health Coach will also be instrumental in supporting participants to remove health related barriers by sourcing and funding appropriate interventions.

Main Duties and Responsibilities

1. Manage a diverse caseload of clients providing information, advice and guidance to support clients to address problems in the workplace to help them return to work, remain in work or find new employment.
2. Deliver a role with a dual responsibility to clinical & community stakeholders and Shaw Trust while complying with Shaw Trust's internal procedures and all relationships both internally and externally.

3. Meet and support clients to understand the barriers they are facing utilising a version of the Dialog+ approach. You will identify their aspirations and goals by assessing their needs and working with them to coproduce an action plan that will help to accomplish their objectives.
4. Assess programme participants' wider needs related to work which may include directing them towards benefits/welfare advice, mental/physical health with an onward referral partner.
5. Those participants where a mental and/or physical health condition is a significant barrier to employment the Work and Health Coach will be required to identify and enrol the support intervention necessary to remove that barrier.
6. Where applicable, advocate for clients with their employer to address problems and find solutions to complex workplace matters to increase the likelihood of clients remaining in work.
7. Conduct holistic Dialog+ assessments with programme participants providing wellbeing advice and the promotion of healthy lifestyle changes.
8. Provide employment coaching, including careers guidance, CV building, interview technique and job brokerage.
9. Review, analyse and interpret contracts of employment, organisational policies/procedures, report and other documentation for the accurate provision of information, advice and guidance to clients.
10. Demonstrate a sound understanding of the factors required to facilitate and enable an individual's return to work as well as the issues that a person can face on returning to work and the skills needed to manage the return to work.
11. Awareness of the secondary effects on the individual including mental health, impact on confidence and steps to mitigate against a further absence from work or unemployment.
12. Knowledge that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities and a thorough understanding of the implications of these conditions in the workplace.
13. Proactively promote the service, deliver presentations and training as required.
14. Meet referral and performance targets in line with the specific KPI / SLA requirements of the service.
15. Work in close collaboration with the internal Multi-Disciplinary Team (MDT) function to present and discuss cases. When decided and/or required by MDT signpost clients to referral partners by building and maintaining a network of onward referral partners who offer other forms of support.
16. Maintain accurate and compliant electronic client records.
17. Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.

18. Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
19. Upon returning to employment or securing new employment, continue to maintain the relationship with programme participants through regular reviews, visits, monitoring and other in-work support to help sustain employment.

Relationship Management

1. Partnership working with commissioning organisations including attending team/network meetings, 1-2-1s and training.
2. Build and maintain strong relationships with a range of referral partners including social prescribers, mental health teams, GPs and other community providers to grow referrals and opportunities for the development of the service (promoting employment as a positive intervention in the recovery journey).
3. Developing relationships with employers to form partnership working approaches to employees with physical or mental health needs in the workplace.
4. Working with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the workplace.
5. Develop and maintain relationships/links with a range of external agencies that help individuals to achieve employment goals. This may include local colleges and training providers.
6. Identify, understand and nurture relationships with the wider employment support services in the locale. When required those relationships should be leveraged to ensure a smooth handover to other services when a different type of support is needed than what Work Well can provide.

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 a Diversity and Inclusion 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 environmentin line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

This role requires the post holder to hold a clear, enhanced adult and child DBS certificate. We would urge all applicants to please consider this before applying for the role. The post holder will be given access to patient data from the NHS so this is a requirement as part of our Data Protection Impact Assessment (DPIA).

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Person Specification

Job Title: Employment Retention Adviser

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Minimum of 5 GCSEs or equivalent. **(D)**
- IAG Lv3 or higher **(D)**
- Basic understanding of health conditions including mental and physical. Alongside this able to demonstrate a working knowledge of common treatment routeways and healthy lifestyle practices **(E)**

Experience

- Demonstrable experience of successfully working to targets **(E)**
- Relevant experience of handling complex cases, provision of support to colleagues and/or subordinate employees guiding on best practice and coaching others to achieve excellence in their roles. **(D)**
- Experience providing case management support to a caseload of clients with health and/or employment related barriers **(E)**
- Understanding of the practical impact of common health conditions on an individual's ability to work **(E)**
- Ability to manage a caseload of individuals with different needs and goals **(E)**
- Practical experience in accessing external support services and well-developed networking skills **(E)**

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases **(E)**
- Excellent verbal and written skills and ability to communicate concisely and effectively both internally and externally **(E)**
- Demonstrable experience of providing excellent customer service skills **(E)**
- Understanding of our client group and the barriers our clients may face **(E)**
- Understanding of data protection and information security **(E)**
- Ability to work effectively in a target driven environment **(E)**
- Initiative and decisiveness, making sound decisions based on available evidence **(E)**
- Good organisational, administrative and planning skills taking responsibility for delivering expected outcomes on time and to the required standard **(E)**
- Coaching skills and/or experience **(D)**
- Financial acumen and numeracy skills **(E)**
- Excellent written and presentation skills **(E)**
- Empathetic **(E)**
- Ability to quickly build rapport and strong relationships with a range of clients and stakeholders **(E)**
- Non-judgmental **(E)**
- Professional and credible both to employers, clients, health professionals and referral partners **(E)**
- Demonstrably committed and resilient, flexible and innovative **(E)**

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills **(E)**
- Good at building relationships with both internal and external stakeholders **(E)**
- Ability to use initiative when required and take a problem-solving approach to work tasks **(E)**
- Ability to work well as part of a team and independently when required **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an Enhanced level (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)