

Job Description

Job Title: Senior Employment Adviser

Reports to: Programme Manager

Grade Band: D

Location: Hammersmith & Fulham, Brent & Hillingdon

Purpose

Shaw Trust's Retention Services sit 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 Talking Therapy teams who refer clients that are currently in or out of employment but may be experiencing difficulties in the workplace and require assistance to help them return to work, remain in work or find new employment.

We need a Senior Employment Adviser to provide highly effective support to individuals guide them on their journey to returning, remaining or finding new employment while also supporting them to improve their health and wellbeing.

The Senior Employment Adviser (SEA) role will manage a team of Employment Advisers (EA) providing supervision, training, caseload management, and role modelling best practice approaches to job retention. The SEA will play a pivotal role in managing a high-quality service that meets the exacting standards of our commissioners and delivers positive outcomes for service users.

Providing vision and direction, you will lead the development of our network of relationships, building capacity and ensuring the success of our job retention services across all providers. Making sure our clients receive the best service to meet their needs, you will be comfortable in managing contracts against our agreed service objectives and performance outcomes. Uppermost in your

mind, will be building strong collaborative working relationships in your community with our partners.

Working with the Service/Contracts Manager, you will be responsible for monitoring and analysing delivery network performance, building service capability, capacity and quality. You will also provide skilful relationship management ensuring positive and productive relationships are maintained.

Main Duties and Responsibilities

1. Manage a high performance, quality-driven service. You will be required to lead by example in line with our values, motivate the team and demonstrate best practice principles of delivering a job retention service. This will include managing direct reports and working alongside managers and frontline staff and members of partner/commissioner organisations.
2. Deliver a role with a dual responsibility to clinical partners/therapeutic services and Shaw Trust while complying with Shaw Trust's internal procedures and all relationships, both internally and externally.
3. Monitor and manage performance of the Employment Retention Advisers, carry out monthly 1-2-1 meetings, quarterly performance appraisal reviews, managing the full spectrum of employee relations issues, the wellbeing of your staff and guiding EAs both individually and collectively on the achievement of individual and team performance targets.
4. Manage a small caseload advising and supporting clients to address problems in the workplace to help them return to work, remain in work or find new employment.
5. Submit accurate, timely monthly reports to the Programme Manager and Head of IPS and any other management information requested on the performance and delivery of the service.
6. Produce regular monitoring reports for external stakeholders, including commissioners.
7. Create a culture of continuous improvement, taking ownership for problems, adopting forward thinking strategies for improvement in everything we do and take the lead on making change happen.
8. Identify barriers for service excellence and work with internal and external stakeholders to implement solutions to ensure a high-performance service.
9. Identify, devise and lead on the training needs of staff and arrange appropriate training to support with continuous professional development.

10. Support the design and delivery of in-house staff training and development (including facilitating peer learning and best practice).
11. Lead on presentations, network meetings, site meetings or any other people-facing activity required of the service.
12. Coordinate the work of Employment Retention Advisers to build relationships with local employers to access the hidden labour market, external agencies and delivery of job seeking groups.
13. Provide solution focused monthly supervisions and case management for each ERA as well as those with other providers/partners.
14. Guide, mentor and coach the team to deliver on objectives that will assist in helping a programme participant to return to work and decrease the likelihood of further absence in the future.
15. Ensure that client satisfaction is a high priority in everything we do and facilitate a range of opportunities for them to feedback on the service whether through surveys, interviews or other platforms and use the information gained to review and develop the service.
16. Involve service users in co-production of service developments where possible.

Relationship Management

17. Meet with line managers from partner organisations to discuss and agree priorities and work plans.
18. Attend network meetings, or other partnership working meetings.
19. Develop relationships with local employers in order to promote good practice approaches to managing mental or physical health in the workplace.
20. Develop relationships with a range of external agencies that help individuals to achieve their employment goals. This may include local colleges and training providers.

Stakeholders:

Team Leader, Service Managers, HR, Occupational Health, Clinical Teams, User Groups, Voluntary Sector and Trust Training and Supported Employment Schemes, Local Colleges, Local Employment Service Disability Service Teams, Local Employers and other NHS User Employment Scheme, trade unions, Employee Voice.

Other

1. Undertake any further training as identified by Shaw Trust.
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 2018 and GDPR 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 the line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

<p style="text-align: center;">Person Specification</p> <p style="text-align: center;">Job Title: Senior Employment Retention Adviser (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Minimum of 5 GCSEs or equivalent. (D) • Demonstrable evidence of Continuing Professional Development (D)
<p>Experience</p> <ul style="list-style-type: none"> • Experience of managing a team and performance management procedures (E) • Relevant 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 supervise the caseloads of individuals with different needs and goals (E) • Relevant experience of producing high-quality reports, letters, spreadsheets for the purposes of submitting information to internal and external stakeholders (D) • Relevant experience of handling complex cases, provision of support to colleagues guiding on best practice and coaching others to achieve excellence in their roles. (E) • Experience with improving systems and processes (E) • Experience of undertaking audits and presenting and analysing results (E) • Demonstrable experience of successfully working to targets, and driving performance of the team (E) • Good level of understanding of UK Employment Law (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • 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 (E) • Initiative and decisiveness, making sound decisions based on available evidence (E) • Good organisational and planning skills taking responsibility for delivering expected outcomes on time and to the required standard (E) • Problem solving skills (E) • Coaching skills and/or experience (D) • Financial acumen and numeracy skills (E) • Demonstrable experience of providing excellent customer service skills (E) • Understanding of our client group and the barriers our clients may

<p>face (E)</p> <ul style="list-style-type: none"> Understanding of data protection and information security(E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> Excellent interpersonal and communication skills (E) Good at building relationships with both internal and external stakeholders (E) Practical experience in accessing external support services and well-developed networking skills (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) Empathetic (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)
<p>Safeguarding</p> <ul style="list-style-type: none"> 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)
<p>Other</p> <ul style="list-style-type: none"> Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)