

**Job Title:** Employment Retention Adviser

**Salary Range:** £25,205 - £30,255 per annum

**Reports to:** Contracts Manager - IPS

**Location:** Islington, London

### **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?**

To provide highly effective support to individuals on sickness absence to maintain employment and improve their health and well-being. This is a new role and the post holder will be expected to contribute to the design and development of a new employment retention service, integrated into clinical settings and practice.

### **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)

#### Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

#### Experience and qualifications

- Relevant experience providing case management support to a caseload of clients with health and/or employment related barriers **(E)**
- Hold a relevant Vocational Rehabilitation qualification (e.g. PgCert) **(D)**
- Hold a Degree in Occupational Therapy or Nursing or in Occupational Psychology **(D)**

#### Skills, Knowledge and Attributes

- Understanding of the practical impact of common health conditions on an individuals 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)**
- Good level of understanding of UK Employment Law **(D)**
- Ability to work effectively in a target driven environment **(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)**
- Experience setting up new programmes **(D)**
- Problem solving skills **(E)**
- Coaching skills and/or experience **(D)**
- Financial acumen and numeracy skills **(E)**

#### Personal qualities, communicating and relating to others

- Strong communication and listening 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)**

<ul style="list-style-type: none"> <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>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>• This post requires a Disclosure and Barring service check at an Enhanced Level <b>(E)</b></li> </ul>
<b>Other</b> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity <b>(E)</b></li> </ul>

### **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. Example referral partners include Citizen's Advice Bureau, employment support providers (e.g. iWorks), legal advice services and community health and wellbeing services.

8. Provide in work support to employers and employees to increase likelihood of participants remaining in work.
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.