

## Job Description

**Job Title:** Employment Retention Practitioner

**Reports to:** Programme Manager

**Grade Band:** D

**Location:** London – West / North / Central

### 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 are looking for an experienced professional who has robust experience of supporting people who are off sick or at risk of going off to return to work or find new employment. This person will have the ability to engage with both the participant and employer to ensure both parties are satisfied and in agreement about the way forward.

The post holder should understand relevant employment legislation, navigating complex reasonable adjustment requests and making decisions in collaboration with participants and employers. They will be responsible for working as part of an MDT that will make decisions on the best way forward for new and existing participants, in collaboration with the participants needs and employment goals.

## **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
2. 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.
3. Providing wellbeing advice to promote healthy lifestyle changes which will increase the likelihood of an individual remaining in work; and
4. Employment coaching, including careers guidance, CV building and job brokerage.
5. Build and maintain strong relationships with a range of referral partners including GPs, Community Health Teams and other community service providers.
6. Proactively promote the service to employers to support programme entry targets.
7. Work in collaboration with the Occupational Therapy Practitioner and Mental Health Practitioner as part of a Multi-Disciplinary Team. All members of the MDT will support the wider staff to make informed decisions about the best course of action for programme participants.
8. Manage a highly diverse caseload of clients with the retention cohort of participants.
9. Conduct holistic assessments with relevant programme participants.
10. Co-produce tailored and practical action plans in partnership with participants.
11. Build and maintain a network of onward referral partners who will provide specialist support for programme participants.
12. Provide in work support to employers and employees to increase likelihood of participants remaining in work.
13. 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 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 environment in 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.

<b>Person Specification</b> <b>Job Title: Employment Retention Practitioner</b> (E=Essential D=Desirable)
<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Relevant experience providing case management support to a caseload of clients with health and/or employment related barriers or relevant HR experience <b>(E)</b></li><li>• Educated to Degree Level <b>(D)</b></li><li>• Hold a relevant Vocational Rehabilitation qualification (e.g. PgCert) <b>(D)</b></li><li>• Evidence on ongoing Continued Professional development <b>(E)</b></li></ul>
<b>Experience</b> <ul style="list-style-type: none"><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>• Experience setting up new programmes <b>(D)</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></ul>
<b>Skills and Attributes</b> <ul style="list-style-type: none"><li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. <b>(E)</b></li><li>• Excellent verbal and written skills and ability to communicate concisely and effectively. <b>(E)</b></li><li>• Demonstrable experience of providing excellent customer service skills. <b>(E)</b></li><li>• Understanding of our client group and the barriers our clients may face. <b>(E)</b></li><li>• Understanding of data protection and information security. <b>(E)</b></li></ul>

## **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**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)**