

## **JOB DESCRIPTION**

### **Employment Specialist: Connect to Work**

**Days:** Monday to Friday  
**Hours:** 35 hours, evening work on occasion  
**Salary:** £33,150  
**Reporting to:** Team Lead  
**Location –** Onsite/in the community 4 days per week and 1 day from home.

#### **Job Overview**

As an IPS Employment Specialist you will play a vital role in helping people with additional support needs on their employment and recovery journey by working with them to find and retain meaningful and fulfilling paid employment.

The Employment Specialist role is dynamic and varied, where no day is the same, and you have the autonomy to structure your day in a way that suits you. You will be focusing on two key areas supporting your clients and engaging with employers and other professionals.

#### **Main Responsibilities:**

##### **Client support**

- Manage a caseload of between 20-25 people who wish to return to work, and challenge inequalities and discrimination experienced by clients.
- Prepare individuals for a return to work by supporting people to understand their skills, aspirations, and goals by offering vocational profiling, job matching, action planning and employment case management support.
- Focus on rapid job search with clients, whilst utilising local support networks to help individuals overcome their barriers to employment.
- Assess individual support needs related to work which might typically include help with travel to work, disclosure of mental problems to employers, in-work benefits, better-off calculations, and budgeting.
- Provide individualised in-work support to assist clients in maintaining and retaining their employment, including frequent in-person meetings during the first month of a new job and continuous support for as long as desired by the client.

##### **Employer engagement and service promotion**

- Source job opportunities for clients through tailored job search and proactive engagement with employers to open-up and secure job opportunities relating to client preferences and to promote the service.

- Provide education and support to employers, as agreed with the client, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
- Build effective working relationships with local training providers, DWP, job brokerage agencies, local colleges and external employers to secure education opportunities and paid employment for clients.
- Build the profile of the employment service as a positive intervention in the recovery journey within the co-located team; building relationships with colleagues to engage and generate referrals and create collaborative working partnerships with primary health care professionals and key staff in other stakeholder organisations.
- Participate in weekly team meetings and communicate individually with co located team members to coordinate services and keep employment on the agenda.

### **Fidelity**

Throughout your role you will be implementing the evidence-based employment practice Individual Placement and Support (IPS) model and its fidelity approach. The model focuses on delivering a person-centred, high-quality service and results, meeting and exceeding sustained job outcome targets for people accessing the service and weekly employer contacts.

### **Administration**

Another key part of this role is the administrative aspect, through keeping accurate and appropriate records of casework, providing information for monitoring and evaluation, and recording the progress of clients.

### **Performance/KPIs**

The Connect to Work service is outcome focused with a requirement to achieve engagement, job and job retention targets.

Performance against Key Performance Indicators (KPIs) will be monitored monthly through reporting, line management and team supervision.

### **Training and Development:**

Once you begin the Employment Specialist role you will have excellent guidance, support, and in-depth training in the IPS approach. You will receive professional supervision and support from your IPS Service Manager, who will ensure you have the tools you need to provide expert support and advice to clients.

You will have access to Working Well's training and development opportunities that are relevant to the Employment Specialist role. We care about our teams and provide

professional development to promote the continuous learning and growth to all our employees.

### **About Working Well Trust**

Working Well Trust is an employment and mental health charity based in London, founded in 1992 by a group of mental health professionals who were passionate about improving low employment rates for individuals that experience mental health challenges, growing to support clients through a variety of expert services.

Our focus is on five key areas:

1. **Employment Support** – Offering support that meets the individuals needs using both the traditional stepped approach and the IPS model.
2. **Employer Support** – Enabling the recruitment and retention of their employees.
3. **Business and Enterprise Support** – Providing one-to-one advice to clients who wish to start up or expand an enterprise.
4. **Co-production** – Working Well remains committed to the principles of the recovery model and continuously improve its services through co-production.

Our mission is to improve the lives of persons who experience mental health challenges and/or neurodiverse through employment. We work to support individuals at every step of their mental health recovery and employment journey, providing emotional and practical support regardless of their personal situation.

## Person specification

Skills and abilities:	Essential	Desirable
Good motivational, communication and listening skills	✓	
Outstanding interpersonal skills and ability to build rapport with a range of people	✓	
Good organisational ability	✓	
Natural ability to build close, trusting and productive relationships with people	✓	
Team orientated and works collaboratively within a mixed-disciplinary team	✓	
Ability to work independently and use initiative to develop and promote a service	✓	
Non-judgemental and trustworthy	✓	
Empathy with the needs of those with mental health or health support needs	✓	
Passion and drive to make a positive difference to people's lives	✓	
Highly motivated with a genuine belief that our clients can find paid employment	✓	
Resilient and tenacious to not give up despite setbacks and frustrations	✓	
Self-aware of personal strengths and weaknesses and actively invest in personal and professional development	✓	
Willingness to travel within a designated locality	✓	
Knowledge/Experience	Essential	Desirable
Experience/understanding of working with people with health support needs, or a similar client group within health, social services or the voluntary sector	✓	
Experience of working with someone on a one-to-one basis	✓	
Experience of managing multiple tasks at any one time	✓	
Experience of working assertively to influence decision makers	✓	
Experience of supporting people to obtain or keep work	✓	

Experience of working within mental health services or similar agencies	✓	
Proven experience of meeting and exceeding outcomes and targets	✓	
An understanding of the employment needs, and challenges faced by people who experience mental and physical health difficulties	✓	
Developing a knowledge of a broad range of occupations and jobs	✓	
Able to use IT and tools such as MS Word, PowerPoint and Excel	✓	
Knowledge of the benefits agency and all disability/ employment related benefits		✓
<b>Qualifications</b>	<b>Mandatory</b>	<b>Indicative</b>
Minimum 5 GCSEs or equivalent at Level 2, including English and maths	✓	
Trained in IPS approach		✓
Level 3 Diploma in Employability Services Sector Qualification		✓
QCF in Advice & Guidance (Level 3)		✓