

## Employment Advisor Job Description

<b>JOB TITLE:</b>	Employment Advisor – Tower Hamlets Talking Therapies
<b>GRADE:</b>	NJC Scp14 – Scp20 £26,004 to £28,837 inclusive ( <i>Pay review pending</i> )
<b>RESPONSIBLE TO:</b>	Employment Service Manager
<b>LOCATION:</b>	Tower Hamlets
<b>HOURS:</b>	35 hours per week (Fixed Term Contract until March 2021)

### Project Background

Mind in Tower Hamlets and Newham have been subcontracted by NHS East London Foundation Trust to deliver employment support as part of Tower Hamlets Talking Therapies provision. Tower Hamlets Talking Therapies offers psychological therapies to those in primary care with common mental health disorders. The employment service is funded via the Department of Work and Pensions and Department of Health as part of a national pilot scheme.

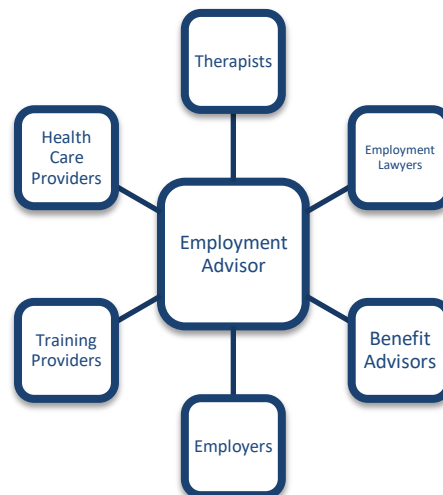
### Summary of Post

The post holder will operate as part of a team of employment advisors, working closely with clinicians within Tower Hamlets Talking Therapies as well as supporting the independent evaluation. They will offer one to one support to service users to find, return to or retain employment. The role will involve working directly with Jobcentre Plus, employers, trade Unions and employment agencies to keep people in employment as well as securing employment opportunities. This role may be delivered from multiple locations across the borough.

### Senior Management Structure

All Mind in Tower Hamlets and Newham staff are accountable to the Chief Executive Officer. The Employment Advisor will report to and be supervised by the Employment Service Manager, who is responsible to the Operational Director.

### Key Partnerships



## Provision of employment support and advice

- Maintain a caseload of clients offering one to one support to help clients find, remain or retain employment
- Provide one to one advice & guidance where an initial assessment and an action plan identifying clients aspirations and barriers are identified
- Coach and mentor clients and offer a range of employment support interventions that will support them to find, remain or return to work. This would involve developing CVs, supporting with job search and interviews
- Work closely with local employment support agencies such as the job centre, recruitment consultancies, training and work placement providers to offer suitable opportunities
- Work closely with employers to support clients to remain in their jobs by negotiating reasonable adjustments at the workplace
- Provide 1-2-1 support to clients to enable them to return to work after long term sickness absence or other reasons
- Work closely with local employment law professionals and trade unions to offer clients and their employers with information about their employment rights and responsibilities

## Identify and maintain good working relationship with employers and prospective partners

- Work closely with local agencies to identify appropriate job vacancies
- Advocate on behalf of the client with prospective employers, aiming to identify work solutions that will overcome or minimise difficulties within the workplace
- Signpost the client, where necessary, to other agencies who will be able to provide advice on benefits or support that the client may be entitled to
- Where appropriate, work with other agencies the client is already being supported by, to deliver a more effective support service
- Work in an integrated way with the IAPT clinical team to demonstrate a seamless service to the client.
- Liaise as appropriate with secondary care mental health services and social service departments

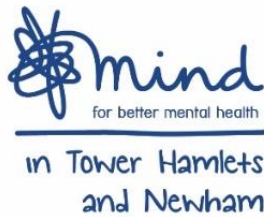
## Administration/General

- Provide a service that is flexible as far as possible in terms of session hours, enabling, where possible, at least some of these sessions to be available outside normal working hours.
- Ensure that all necessary paperwork is completed on time, including questionnaires, reports and minutes for each client engagement and that these are regularly updated using the IAPTus (patient database system) and protocols

- Ensure good communication, planning and workload management
- Maintain confidentiality and ensure that information is stored according to Mind in Tower Hamlets and Newham policies and service guidelines
- Maintain appropriate records/case notes and be administratively self-servicing
- To remain informed of relevant legislation and changes to the benefit system

### Duties required of all Mind in Tower Hamlets and Newham employees

- Attend training appropriate to the work role and as required by the role/organisation/line manager
- To keep up to date with accurate information on local resources, facilities, training and employment
- Provide a culturally sensitive service and work at all times within an anti-discriminatory framework
- Participate in staff meetings, supervision meetings, appraisals, training, team development sessions and other meetings as required
- Undertake such other duties as may be required from time-to-time to maintain or enhance Mind in Tower Hamlets and Newham services
- Undertake all duties in accordance with Mind in Tower Hamlets and Newham policies, with particular reference to the Equal Opportunities and Health & Safety policies, and work towards their continuing development and implementation.
- Liaise with the Service Manager to ensure that all publicity material is compliant with Mind in Tower Hamlets and Newham and Mind's guidelines.
- This list is not exhaustive, and you will be required to carry out other duties as necessary in the fulfilment of the role.



## Person Specification

E=Essential      D=Desirable      A=Application      I=Interview      T=Test

Qualification		Assessment		
1.	Customer Service NVQ level 2 minimum or equivalent or be prepared to work towards this	E	A	I
2.	Educated to degree level or equivalent work experience	E	A	I
3.	NVQ level 3 in Advice & Guidance or equivalent or be prepared to work towards this	D	A	I
4.	Qualification in Human Resources or equivalent work experience	D	A	I
Experience		Assessment		
5.	Experience of delivering training/presentations	D	A	T
6.	Demonstrable experience of working within a multi-disciplinary team and establishing good working relationships with other provider organisations, e.g. legal advice, job centres and HR	E	A	I
7.	Experience of engaging and working with employers in supporting people to gain and retain employment	E	A	I
8.	Experience of using client database systems and IT systems	E	A	I
9.	Experience in offering advice around employment issues including welfare benefits	E	A	T
10.	At least 2 years case load management experience	E	A	T
Knowledge		Assessment		
11.	Understanding of the barriers to employment people with common mental health difficulties have and how to overcome them	E	A	I
12.	Good understanding of legislation, good practice and guidance in relation to employment rights, disabilities and welfare benefits	E	A	I
13.	Understanding the challenges faced by employers when supporting employees with common mental health difficulties	E	A	I
14.	Knowledge and awareness of the impact of mental health issues on individuals	E	A	I
Abilities & Skills		Assessment		
15.	Self-starter who is enthusiastic, energetic and solution focused	E	A	-
16.	Ability to work well under pressure and deal with conflicting demands and plan, prioritise and manage deadlines and workloads	E	A	-
17.	Ability to provide 1-2-1-person centred employment advice	E	A	I
18.	Ability to actively listen to clients' needs and offer advice in a non-judgemental way	E	A	I
19.	Excellent communication skills, oral and written	E	A	I

General			Assessment	
20.	Self-reliance, resilience and a flexible attitude to the working environment	E	A	-
21.	A respect for difference and an understanding of and commitment to anti-discriminatory practices	E	A	-
22.	The ability to work independently as well as within a team and foster good working relationships	E	A	I
Working within MITHN framework			Assessment	
23.	A commitment to engaging with, understanding and promoting MITHN values, vision and mission.	E	-	-
24.	An understanding of and commitment to safeguarding and best practice	E	A	I
Other Requirements			Assessment	
25.	Willingness to work flexibly to meet the needs of the service	E	A	-
26.	Able to travel as and when required to offer services from different locations	E	A	-