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Employment Advisor

Tower Hamlets Talking Therapies

# Job Description and Person Specification

# Job Title: Employment Advisor – Tower Hamlets Talking Therapies

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**Grade:** NJC SCP 13 – Scp 17, currently between £28,587 to £30,484 per annum inclusive of Inner London Weighting

**Hours:** Full time,37.5 hours per week

**Accountable to:** Operations Director – Employment Services

**Supervised by:** Employment Advice Project Manager

**Location:** Tower Hamlets

**Contract Term:** Until March 2024 (Pending Extension until 2025)

**Closing Date:** Midnight, Thursday 21st September 2023

**Interviews:** Tuesday 26th – Friday 29th September 2023

**Job description**

Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) 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.

**Purpose of role**

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.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality Employment in Talking Therapy services and achieving positive recovery outcomes. Our employment advice and support practices are underpinned by our Professional Code of Ethics, Code of Conduct and Organisational Values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

**Case Management – One to One Support**

* Maintain a caseload of clients offering one to one support to help clients find, remain or retain employment.
* Carry out initial telephone assessments and action plans using SMART goals to identify clients goals and barriers to employment.
* Offer a range of employment support interventions to clients that will support them to find, remain or return to work.
* Support clients to create CVs, Cover Letters, write applications, inform clients of job search techniques, and provide mock interview practice.
* 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 employers to support clients to remain in their jobs by negotiating reasonable adjustments at the workplace
* Work closely with local employment law professionals and trade unions to offer clients and their employers with information about their employment rights and responsibilities
* Make client referrals to JPM/Charity People mock interview sessions and refer clients to monthly webinars
* Complete vacancy search for allocated sectors as part of the EA Vacancy Bulletin
* Manage allocated service project and work with the team to ensure referrals are received on time
* Offer one to one sessions at least 1 evening per week where working hours will be 11 – 6:30pm
* Work closely with local employment support agencies such as the job centre, recruitment consultancies, training and work placement providers to offer suitable opportunities

**Stakeholder Engagement and Relationships**

* Work in an integrated way with the IAPT clinical team to demonstrate a seamless service to the client. Co-location to different NHS IAPT services and centres across Tower Hamlets to offer Employment Advice.
* Work closely with local agencies to identify appropriate job vacancies.
* 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.
* Liaise as appropriate with secondary care mental health services and social services 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 Caseload Management Tool is regularly up to date with client session information and targets.
* Attend Caseload Management Review meetings with Senior Employment Advisor
* Ensure good communication, planning and workload management.
* Maintain appropriate records/case notes and be administratively self-servicing.
* Screen therapy clients for suitability to Employment Advice Service.

**Regulations and governance**

* To remain informed of relevant legislation and changes to the benefit system, GDPR and data compliance.
* Maintain confidentiality and ensure that information is stored according to Mind in Tower Hamlets, Newham and Redbridge policies and service guidelines.

**General duties required of all MindTHNR Employees**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and

Values, Equality, Diversity and Inclusive principles and all organisational policies.

* Attend appropriate internal, external meetings, supervision and away days.
* A commitment towards ongoing professional development and participation of training events required by the organisation and role.
* Other than where central administrative support is available, to be administratively self- servicing.

**This job will be reviewed periodically in line with the organisation’s Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role**

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**Employment Advisor - THTT**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| No. |  | **Essential/****Desirable** |
| **Qualifications** |
|  | Customer Service NVQ level 2 minimum or equivalent or be prepared to work towards this | D |
|  | At least 1 year experience of providing Employment Advice or equivalent work experience in Employment/IAG Sector | E |
|  | Educated to degree level or equivalent work experience.  | E |
|  | NVQ level 3 in Advice & Guidance or equivalent or be prepared to work towards this | D |
|  | Qualification in Human Resources or equivalent work experience | D |
| **Experience** |
|  | Experience of delivering training/presentations | D |
|  | 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 |
|  | Experience of engaging and working with employers in supporting people to gain and retain employment | E |
|  | Experience of working in a mental health-based setting or with vulnerable adults | D |
|  | Experience of working with complex clients with complex needs | D |
|  | Experience of using client database systems and IT systems | E |
|  | Experience in offering advice around employment issues including welfare benefits  | E |
|  | At least 1 year’s case load management experience  | E |
| **Knowledge/Skills/Ability** |
|  | Understanding of the barriers to employment people with common mental health difficulties have and how to overcome them | E |
|  | Good understanding of legislation, good practice andguidance in relation to employment rights, disabilities, and welfare benefits | E |
|  | Understanding of the challenges faced by employers when supporting employees with common mental health difficulties | E |
|  | Understanding of Adult Safeguarding principles | E |
|  | Knowledge and awareness of the impact of mental health issues on individuals | E |
|  | Self-starter who is enthusiastic, energetic and solution focused | E |
|  | Ability to work well under pressure and deal with conflicting demands and plan, prioritise and manage deadlines and workloads. | E |
|  | Ability to provide 1-2-1-person centred employment advice |  E |
|  | Ability to actively listen to clients’ needs and offer advice in a non-judgemental way | E |
|  | Excellent communication skills, oral and written. | E |
|  | Excellent IT skills, including Microsoft Office and Database entry | E |
| **General/Other Requirements** |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Self-reliance, resilience and a flexible attitude to the working environment | E |
|  | A respect for difference and an understanding of and commitment to anti-discriminatory practices | E |
|  | The ability to work independently as well as within a team and foster good working relationships | E |
|  | An understanding of and commitment to safeguarding and best practice  | E |
|  | Excellent judgment and problem-solving skills. | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices.  | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |
|  | Willingness to work flexibly to meet the needs of the service.  | E |
|  | Able to travel as and when required to offer services from different locations  | E |