Senior Employment Advisor

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| Job title: | Senior Employment Advisor |
| Department: | NHS Mental Health Service |
| Location: | Bristol, North Somerset & South Gloucestershire (BNSSG) |
| Reporting to:  (job title only) | Talking Therapies Service Manager |
| Direct reports:  (job title only) | Employment Advisor |
| Job purpose: | The Senior Employment Advisor works alongside NHS Talking Therapies clinicians across BNSSG, providing employment support to patients experiencing primary care mental health concerns. The role involves working directly with employers, trade unions, Jobcentre Plus and employment agencies to support patients in sustaining health and wellbeing within an employment setting.  The post holder will line manage and supervise a team of Employment Advisors (EA) in offering a support service to individuals with common mental health problems to gain, return to or retain employment. The post holder will retain a small caseload of clients in addition to their line management responsibilities. |
| Role and Responsibilities: | * Managing EA’s and ensuring the effective delivery of all work * Build and promote strong relationships and enable effective links between employers and other agencies. * Provide a service that is comprehensive and accessible to a broad range of patients who have commonplace mental health problems. * To provide a service that is equitable and non-discriminatory. * Maintain accurate records of the interventions, review the effectiveness of this, provide feedback to the person with overall responsibility of treatment plans and respond to any adverse events or incidents with an appropriate degree of urgency. * Support therapists, GPs and other primary care workers in making appropriate referrals * Develop a ‘knowledge’ of the locality and its services and facilities, particularly in relation to mental health issues. * Provide and promote a service that is comprehensive and accessible to a broad range of patients * Liaise as appropriate with secondary care mental health services and social service departments. * Ensure that all necessary paperwork is completed, including questionnaires, reports and minutes for each interaction. * Provide Line Management and Case Management Supervision on a regular basis in accordance with the relevant professional guidelines and policies. * To ensure clinical supervision is provided as necessary by developing close working links with the psychological therapists in NHS Talking Therapies * Ensure that line managed staff maintain appropriate clinical records in keeping with service operational policy * Respond to and implement supervision suggestions by supervisors in clinical practice. * Ensure that line managed staff participate in setting and review of objectives for their post on an annual basis * Ensure that line managed staff participate in activities of ‘continuing professional development’ (CPD) on an annual basis. * Participate in audits of clinical activity and evaluative research as required. * Attend locally organised and national training appropriate to the work role. * Undertake training needs analysis of your EAs in our NHS Talking Therapies service to plan and provide specialist and core training and education to less experienced staff. * To attend regular service senior management team meetings, with focus on quality and risk concerns and providing service performance updates. * To contribute to development and best practice within the service. * To hold a small caseload of clients.   **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: | * A qualification or substantial experience in Professional Supervision * Customer service NVQ level 2 minimum or equivalent evidence of good customer service background . |
| Additional information: | Willingness to travel to other locations throughout the organisation. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Educated to degree level with substantial post graduate level training in vocational work, careers advice, job retention and presenteeism. | * Healthcare professional qualification. * Mental Health qualification |
| **Experience** | * Relationship/Account Management * Building new relationships that are strategically relevant to the service * Working as part of a team and contributing to the common strategy and goal * Integration of multiple relationships with a common delivery goal. * Ability to deliver a client experience that reinforces Vita Health Group positioning and brand values. | * Statutory and non-statutory experience * Experience of working in a healthcare environment * Experience of working in a Primary Care or 3rd sector Mental Health setting * Managing a dynamic team |
| **Skills/knowledge** | * Excellent coordination, planning and organisational skills. * Excellent problem-solving skills and ability to embrace challenge. * Ability to make decisions and be self-motivated. * Strong focus on and ability to build relationships with various internal and external stakeholders including: Job centres, agencies and local community services. * Proactive in relation to on-going professional development to stay up to date with industry knowledge * IT literate – intermediate level minimum | * Understanding of NHS Talking Therapies and integrated care |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Self-driven, results-orientated with a positive outlook and a clear focus on high quality. * Strong commitment to superior customer service and desire to provide the best patient and stakeholder journey. * Ability to respond with urgency to specific requests; fast and easy access to relevant expertise; seamless communication across multiple geographies; proactive resolution of issues that arise during project delivery or in administration; openness and full disclosure of all aspects of project delivery. * Excellent customer service and inter-personal skills * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills. * High level of enthusiasm and motivation. * Ability to work under pressure. * An awareness of and commitment to supporting and facilitating diversity and inclusion. * Excellent time management skills. |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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