Senior Employment Advisor

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| Job title: | Senior Employment Advisor |
| Department: | NHS Mental Health Service |
| Location: | Nottingham & Nottinghamshire |
| Reporting to: (job title only) | Regional Business Manager |
| Direct reports: (job title only) | Employment Advisor |
| Job purpose: | The Senior Employment Advisor works alongside NHS Talking Therapies clinicians across Nottingham, 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 support a team of Employment Advisors (EA) in offering employment 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 and supervising EA’s and ensuring the effective delivery of all employment support work to patients.
* To ensure that employment support is fully embedded in the Nottingham talking therapies service and that clinicians and EAs are working together to create a combined care pathway, whereby clients with mental health conditions can receive employment support that is appropriate to their condition and life circumstances.
* To promote the strategic value of employment support by engaging effectively as part of a clinical team.
* 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.
* 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.
* To oversee the induction of EAs, undertake a training needs analysis, and monitor ‘continuing professional development’ (CPD) to ensure EAs meet the required competence and standards to provide effective employment support.
* The induction and training will clinical team on the employment service.
* 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.
* Leading and overseeing the development of effective working relationships between EAs and key agencies in the local labour market – including employers, Jobcentre Plus, trade unions, and providers of vocational training etc.
* Attend locally organised and national training / CPD appropriate to the work role.
* Provide specialist and core training and education to less experienced EAs.
* 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.
* To complete notes audits monthly and enhanced audits annually or for probation staff, recording in the appropriate place.
* To record employment stats using spreadsheets and review figures on Iaptus / PowerBi to ensure employment services is meeting its KPI’s.

**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
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| Clinical Governance:(where applicable) |  |
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| Additional information: | Willingness to travel to other locations throughout the organisation. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Advanced level qualification in a related area or substantial equivalent experience in providing employment advice and or supporting people with mental ill health into vocational/employment activities and job retention support.
* NVQ level 3 minimum or equivalent in Customer Service/Advice and Guidance

or equivalent experience gained through work in the field.  | * Training in vocational work, careers advice, job retention and presenteeism. A qualification or substantial experience in providing professional case management supervision.
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| **Experience** | * Supporting people with MH conditions into vocational/employment activities.
* Line management responsibilities
* Working within a multi – disciplinary team
* Ability to provide mentoring/supervision
 | * Understanding of the employment needs  barriers and difficulties faced by people with MH conditions.
* Working in a service where agreed targets are in place, demonstrating specific outcomes
* Assessing, planning and facilitating activities that focus on recovery and vocational skills.
* Experience of working in a Primary Care, third sector or Mental Health setting
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| **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 including excel
 | * Understanding of NHS Talking Therapies and integrated care
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| **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
* Excellent 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.
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 06/03/2024 | 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 |
| V1.3 | 06/03/24 | Included missing key tasks i.e audits, powerbi, data |