Employment Advisor (EA)

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| Job title: | Employment Advisor |
| Department: | NHS Talking Therapies - Bristol, North Somerset, and South Gloucestershire |
| Location: | Hybrid/Remote – 2 days in local office |
| Reporting to:  (job title only) | Senior Employment Advisor |
| Direct reports:  (job title only) | n/a |
| Job purpose: | To work within an employment advice service, working closely with clinicians who provide psychological therapies to people with common mental health problems.  Offer employment support to services users with common mental health problems to gain, return to or retain employment.  The role involves working with job centres (including some face-to-face visits across the region), employers, trade unions and employment agencies to keep people in employment and secure employment opportunities.  To create a culture of prevention and early intervention ensuring that people get timely access to health support and suitable employment support to avoid long term unemployment. |
| Role and Responsibilities: | * To manage a caseload of people who have experienced mental health problems and who wish to retain, return to or regain employment. * Support patients to match job tasks and individual’s ability to do the job and any work solutions that may be required to develop. * Supporting and providing written action plans to the individuals * Develop in-depth knowledge of the local market, local support, and new initiatives. Creating relationships with local schemes to help with retaining or finding employment. * Deliver a comprehensive range of services around employment needs and difficulties of people who have experienced mental health problems who want to access employment opportunities and want to return to work. * Work closely with local agencies and employers to identify appropriate job vacancies. * Provide and or arrange continued personal support after an individual has returned to work or secured employment to help them to sustain employment. * Collect and report data to support service performance and evaluation.   **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) | NA |
| Training and supervision: | Regular caseload supervision and training opportunities provided |
| Additional information: | Occasional travel required across the BNSSG region |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * NVQ level 3 minimum or equivalent in Customer Service/Advice and Guidance or equivalent experience gained through work in the field. | * Evidence of further study in vocational training, careers advice and job retention. |
| **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 supporting people with mental health conditions into vocational/employment activities. |
| **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, Employers, 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 IAPT and integrated care |
| **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 * Evidence of values that are consistent with the NHS constitution. * 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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