



**BETTER  
PATHWAYS**  
Positive about mental health

Employment Specialist  
Individual Placement and Support  
Job Description

Job Title: **Employment Specialist**  
Salary Range: **£22,500 up to £24,000 dependant on experience**  
Reports to: **IPS Team Leader**  
Location: **Birmingham**

### **Introduction**

This post will be part of a growing Individual Placement and Support (IPS) team which will deliver IPS employment support as part of the Mental Health Recovery and Employment Contract under the supervision of the IPS Team Leader in Birmingham.

Embedded within the Community Mental Health Teams, you will be delivering employment support to clients in parallel to the health treatment being delivered by NHS clinicians. Working intensively with a maximum caseload of up to 20 clients who have a severe and enduring mental health condition which impacts on their ability to gain work, assisting them to obtain and sustain employment that is consistent with their vocational goals, following the eight principles of IPS. Meeting and exceeding performance targets for referrals, employer engagement, job starts and sustainment, in compliance with contractual guidelines and quality procedures.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive list. The post-holder will be expected to carry out other duties assigned by the IPS Team Leader, which are appropriate to the grade.

## **Main Duties and Responsibilities**

### **Key tasks**

Ensure adherence to the company's Equality and Diversity policy.

Build relationships with clinical teams to generate referrals and create a collaborative working partnership with NHS clinicians.

Attend weekly meetings with clinical teams and communicate with team members to integrate vocational services into health treatment processes.

Support candidates to understand their skills, aspirations and goals through the completion of a Vocational Profile and produce an Action Plan to obtain and sustain competitive employment in line with their preferences.

Assist clients to understand their benefits through the delivery of, or sign posting for, In Work Benefit calculations and sourcing additional financial support.

Focus on rapid job search with the client, whilst utilising local support networks to help them overcome their barriers to employment.

To develop effective working relationships with a range of external agencies who can enhance the support available to help individuals to achieve their employment goals for example, local colleges, training providers and external employment services such as the National Careers Service.

Develop collaborative working relationships with employers to enable support to be provided to clients in work, and to help employers understand how to better support their staff. In particular, ensuring the service is focused on accessing the hidden labour market to unlock potential jobs that match with service user preference by job carving etc.

Source job opportunities for clients through tailored job search and regular contact with employers.

Promote the benefits of supporting service users to access employment with external employers, aiming to raise the profile of IPS services and raise expectations around the ability of service users to access paid employment.

To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc. and sign post on for further support needs.

To deliver employment workshops with other members of staff as required.

Provide individualised in work support using the place, train, and fade model, and ensuring effective support networks are in place to achieve sustainment in work.

To maintain a professional relationship with the clients of the programme and with other staff, with particular attention to confidentiality and maintenance of professional boundaries.

Management of an active caseload of up to 20 service users to meet personal and team targets and KPIs and provide caseload support internally to colleagues.

Track customers to monitor their progress. Gather the evidence required as part of the reporting and claims process.

Ensure accuracy and compliance with contract data entry, processes and procedures, documentation completion, and the Fidelity Scale.

Record all interactions with customers on the MI database in a timely manner to meet contract deadlines, compliance and evidence requirements.

Spends 65% of scheduled work hours working in community settings away from CMHT Hubs in line with Fidelity requirements (such as within libraries, community centres, coffee shops).

Meet all standards for quality of service, safeguarding, information and data security, and any other contract requirements.

Represent and promote Better Pathways in a professional and commercial manner, working effectively with other agencies.

To work flexibly as required by the individual and employer which may require some working out of normal office hours.

Other duties commensurate with the level and nature of the post.

#### **Training and Development**

- To undertake mandatory training as required including training in the IPS approach.
- To actively participate in own continuous professional development.

#### **Policy and/or Service Development**

- To work with the IPS Service Manager and Team Leader to ensure that vocational support services continue to develop effectively.
- Ensure that effective referral and information structures related to this service are in place.
- Ensure that effective monitoring and evaluation systems are adhered to, in relation to the research programme and keep abreast of changing practice within vocational rehabilitation.

#### **Management of Resources**

Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services.

#### **Key Business Priorities (including targets and KPI's)**

- Maximising programme outcomes by meeting and exceeding targets set by the Team Leader.
- Accurate identification of client support needs (both pre-work and in-work).
- Creating and delivering candidate Action Plans to overcome identified barriers by utilising diverse support networks to a high-quality standard.

## Other

1. To undertake any further training as identified in the Better Pathways review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. Better Pathways efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with, and promote Better Pathways safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. Better Pathways can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. Better Pathways has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Better Pathway Code of Conduct.
6. To maintain the confidentiality about clients, staff and Better Pathways' business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## Person Specification

**Job title: IPS Employment Specialist (E = Essential D = Desirable)**

<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>▪ Information, Advice &amp; Guidance (IAG) Level 3 minimum <b>(E)</b></li> <li>▪ Minimum 3 GCSE's including English and Maths <b>(E)</b></li> <li>▪ Holds Mental Health First Aid Qualification <b>(D)</b></li> <li>▪ Trained in the IPS approach <b>(D)</b> but full training will be provided</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>▪ Relevant previous experience in the recruitment/employment/placement field <b>(E)</b></li> <li>▪ Experience working with disabled/disadvantaged young people/adults/children in employment focused programmes <b>(E)</b></li> <li>▪ Experience and knowledge of barriers faced by people with mental health issues <b>(E)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Excellent communication skills with the ability to adapt to a wide range of communication and learning styles <b>(E)</b></li> <li>▪ High level of optimism, initiative, and effective interpersonal skills in order to engage effectively with service users, clinical teams and employers <b>(E)</b></li> <li>▪ Influencing skills that promote commitment and action <b>(E)</b></li> <li>▪ Customer focused with a strong commitment to client care <b>(E)</b></li> <li>▪ Disability capability with demonstrable experience of supporting clients with mental ill health and other health conditions and disabilities into open competitive employment <b>(E)</b></li> <li>▪ Creative problem-solving skills and a positive approach to challenging and overcoming limiting beliefs <b>(E)</b></li> <li>▪ Ability to plan and organise workload to meet required targets and deadlines <b>(E)</b></li> <li>▪ Experience of people development on a one to one basis <b>(E)</b></li> <li>▪ Experience of meeting and exceeding programme outcomes and targets <b>(E)</b></li> <li>▪ Accurate identification of candidate support needs both pre and post-employment, with appropriate interventions delivered by self, or sourced via additional support networks <b>(E)</b></li> <li>▪ Creating and delivering candidate Action Plans <b>(E)</b></li> <li>▪ Experience working with employers to develop job opportunities for clients, and to support them whilst in work <b>(E)</b></li> <li>▪ Attention to detail and ability to work to a defined delivery structure <b>(E)</b></li> <li>▪ Able to work flexible hours and travel through prior arrangement as the needs of the job dictate <b>(E)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>▪ Ability to cope with a variety of challenging situations in a calm and sensitive manner <b>(E)</b></li> <li>▪ Empathy and belief in the potential of people with differing needs <b>(E)</b></li> <li>▪ Ability to encourage, persuade and motivate at all levels <b>(E)</b></li> <li>▪ Excellent interpersonal, communication and presentation skills <b>(E)</b></li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>▪ Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults <b>(E)</b></li> <li>▪ This post requires a Disclosure &amp; Barring Service (DBS) disclosure at an Enhanced level <b>(E)</b></li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Understand and demonstrate a commitment to Equal Opportunities and Diversity <b>(E)</b></li> </ul>

**As well as possessing the necessary qualifications, skills, knowledge, or experience, having the right mind-set and behaviours which are in line with our company values is equally important.**