



JOB DESCRIPTION

'ICAN WORK' EMPLOYMENT SPECIALIST

Starting Salary: £20,357 - £24,670 (depending on skills and experience)

Hours: Full-time or part-time

Contract: Fixed term to end March 2020

Reports to: ICAN WORK Team Leader

Location: Rhyl or Bangor

Background:

RCS is a not-for-profit organisation which delivers a range of services to help people enter, sustain and progress in employment, with the overall aim of reducing unemployment and improving individual wellbeing and employability.

RCS is currently working with Betsi Cadwaladr University Health Board, Welsh Government, CAIS, and Bangor University on developing the ICAN-Work pilot for people with mild to moderate mental health issues.

The project is based on the employability programme 'IPS' (Individual Placement Support) that is widely run in England and is recommended by NICE as the leading model to help people with Mental Health difficulties back into work. This will be the first IPS pilot in Wales. ICAN WORK involves intensive, individual support, a rapid job search followed by placement in paid employment, and time-unlimited in-work support for both the employee and the employer.

RCS will be employing a dedicated team to deliver employment support for the pilot in Conwy, Denbighshire and Anglesey. This presents an exciting opportunity to be involved in the development and testing of IPS in a Welsh context.

Job Purpose

The Employment Specialist will join a dedicated team delivering IPS as part of the holistic recovery plan for mental health service users.

You will be required to manage a caseload of up to 20-30 people at any time who have experienced mental health problems and who are unemployed. The Employment Specialist is expected to deliver the Individual Placement and Support (IPS) approach – for which training will be given. Working directly with all relevant stakeholders: the service user, health-care professionals, partner agencies and employers - you will support the service users on your caseload to gain and retain paid employment.

Responsibilities:-

- Provide a professional, efficient and effective service to all RCS clients/ customers;
- Manage a caseload of between 20-30 service users at any one time who are currently off work / unemployed, receiving specialist mental health services and who wish to return to work.
- Build relationships with clinical teams to generate referrals and create a collaborative working partnerships with health professionals where employment support is integrated into mental health treatment, building a multi-disciplinary approach to the return to work.
- Support service users to understand their skills, aspirations and goals through vocational profiling and action planning, while providing coaching and mentoring support to enable and empower clients to progress towards their identified goals;
- Source job opportunities for service users through rapid tailored job search and regular contact with employers, negotiating opportunities that meet each individual's strengths, needs, abilities and preferences;
- Liaise with employers, as agreed with the individual, eg to negotiate adjustments, return to work strategy and on-going contact to ensure job retention.
- Develop effective working relationships with a range of external agencies to help individuals to achieve their employment goals and address personal barriers
- Provide individualised support to service users once they have returned to work to assist them in sustaining employment.
- Record accurate management information in paper and electronic format as required, ensuring that systems/records remain effective tools for service monitoring and reporting;
- Provide active contributions to internal and external meetings and events as required;
- Make a proactive contribution to continuous service improvement by appropriately highlighting any issues, challenges and risks to delivery, and working as part of a team to develop and deliver appropriate solutions;

- Make an active contribution to the promotion of the service by identifying potential customer stories for marketing purposes
- Actively participate in own continuous professional development
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;
- Any other duties as required by the Delivery Team Leader.

Person specification

	Essential	Desirable
Qualifications and training	Good standard of educational achievement	Educated to a degree level or equivalent
Experience	<p>Proven track record in designing and delivering high quality and effective customer focussed solutions, preferably in an employment support setting;</p> <p>Experience of working with people with mental health issues or a similar service user group</p> <p>Experience of managing a case load of clients/customers;</p>	<p>Experience of working alongside a range of statutory and voluntary sector bodies in the design and delivery of person-centred support</p> <p>Experience of opening up job opportunities with a range of employers</p>
Knowledge	<p>Knowledge of disability and special needs issues, policies and legislation in relation to employment</p> <p>Good understanding of the principles and practice of supported employment</p> <p>Able to use IT and tools such as MS Word, Powerpoint and Excel</p>	<p>Up-to-date working knowledge of welfare benefits and/or employment law</p> <p>Knowledge of IPS principles and approach</p>
Other	A clear understanding and commitment to equality issues and challenging discriminatory practices	<p>Ability to speak and write in Welsh</p> <p>Lived experience</p>

	<p>Flexibility to travel within the region</p> <p>Flexibility to working out of 'normal office' hours.</p>	
Skills	<p>Highly developed communication and interpersonal skills at all levels, particularly coaching, negotiating, active listening and influencing</p> <p>Team orientated, with ability to work collaboratively within a mixed-disciplinary team</p> <p>Creative, flexible and innovative in approach</p> <p>Able to work independently and use own initiative</p> <p>Good time management skills, with ability to work well under pressure</p> <p>Maintain effective and organised administration systems</p>	
Personal qualities	<p>Empathetic, non-judgemental and trustworthy</p> <p>Passion and drive to make a positive difference to people's lives</p> <p>Positive mindset and motivational to others</p> <p>Resilient and tenacious in the face of setbacks and challenges</p> <p>Conscientious and reliable</p> <p>Commitment to learning and willingness to engage in opportunities for continuous professional development</p>	