

Employment Advisors (EAs) in IAPT Services Initiative Implementation

Job description

Job title: Employment Advisor (EA)

Reports to: Senior Employment Advisor

Location: Embedded within IAPT Service working alongside therapist colleagues

Purpose: This role is part of an employment advice service, working closely with clinicians working to provide psychological therapies to people with common mental health problems. The post holders will support service users with common mental health problems to gain, return to or retain employment. The role will involve working directly with Jobcentre Plus, employers, trade unions and employment agencies to keep people in employment and secure employment opportunities.

Main activities:

- To manage a caseload of people who have experienced mental health problems and who wish to retain, return to or regain employment. Using evidence based interventions.
- The EA work will be led by and focused on the aspirations of the service user. Considering their strengths, difficulties and employment assets in order to offer the most effective support.
- Conduct an assessment, discussing the person's job goals and any concerns regarding their capacity for work. It is important at this point to establish a job goal (they may wish to change roles or find a job), job tasks gathering evidence about the individuals abilities including previous work experience (it could be that a role they did previously may be more suitable). Also important is their confidence to perform tasks and any factors that may be issues for employment and whether the individual has or could develop strategies to address them.
- Match job tasks and in the individual's ability to do the job and any work solutions that may be required to develop the match.
- Refer the person to other support if they have particularly complex barriers.
- Offer the person support agreeing a written action plan with the person detailing the steps to be taken to either get back into or retain employment and the appropriate support route. Need to include abilities, work solutions, preparation for work, disclosure. The action plan should also be SMART (specific, measurable, achievable, realistic, time bound).
- The EA will develop in-depth knowledge of the local labour market, local support and new initiatives, taking into account the needs of the client to broker effective interventions. Including specialist schemes to help with retaining or finding employment.
- Where appropriate provide help to find the right job and provide advice and support on training and also how to prepare for employer interviews.

- Work closely with local agencies to identify appropriate job vacancies
- Advocate on behalf of the person with prospective employers if necessary, aiming to identify work solutions that will overcome or minimise difficulties within the workplace. In particular it is important to establish any return to work issues, potential behaviour in the work place, possible work solutions. Employer awareness of the implications under the Equality Act 2010 to make reasonable adjustments, health conditions and employment reactions. Interactions with supervisors and colleagues. Development needs and in work support.
- If appropriate signpost the person to other agencies who will be able to provide advice on other benefits/support the person may be entitled too.
- Provide continued personalised support after an individual has returned to work or secured employment to help them to sustain employment.
- To develop and maintain the integration of mental health treatment and employment support by establishing effective liaison of IAPT employment support services and other health and social care services.
- To complete all necessary paperwork including questionnaires, reports and minutes for each interaction.
- Collect & report data to support service performance and evaluation
- To report any progress, change or adverse event promptly to a senior EA.

General

- The EA will have a good understanding of return to work planning.
- EAs will be aware of the secondary effects on the individual that could be caused by their mental health experience, including loss of confidence, fear of failure etc.
- The EA will also be aware that many individuals with mental health conditions may also have primary or secondary health conditions and disabilities. The EA will have the knowledge to understand the work implications of these conditions.
- The job description is not exhaustive and can be altered in consultation with the post holder.
- The EA must be aware of and guided by the Job Centre Plus Employment, Health Condition and Disability guide notes.
- To contribute to the development of best practice within the service.

Objectives

- To keep up to date with accurate information on local resources, facilities, training and employment.
- To keep informed of relevant employment legislation and changes to the benefit system.
- To update existing knowledge by attending all relevant training opportunities

Keep up to date with the evidence base of effective interventions to support people with common mental health problems to remain in, return to and gain work.

Learning and Development

- How to work with people with a Mental Health Condition.
- Communication and Language – Establish communication with clients for advice and guidance. Support clients to make use of the service.
- Understand the importance of legislation and procedures.
- Advanced Interviewing Skills and Employment opportunities – Develop interactions with clients. Assist and prepare clients to decide on a course of action and to review their achievement.
- Specialist advisory skills to support people, who are facing complex employment situations related to mental ill health to obtain, return to or retain employment.
- Manage personal caseload.

Person specification

	Essential	Desirable	Assessment method
Qualification	Evidence of further study in vocational training, careers advice, job retention and presenteeism or equivalent experience gained through work in the field.	Customer service NVQ level 2 minimum or equivalent. or Evidence of a good customer service background.	CV Certificates & Interview,
Experience	Experience of providing vocational/employment support.	Experience of supporting people with MH conditions into vocational/employment activities. Understanding of the employment needs barriers and difficulties faced by people with MH conditions. Experience of working in a service	CV & Interview.

		<p>where agreed targets are in place, demonstrating specific outcomes</p> <p>Experience of assessing, planning and facilitating activities that focus on recovery and vocational skills.</p> <p>Experience of working within a multi - disciplinary team</p>	
Knowledge and Skills	<p>Effective written and oral communication skills.</p> <p>Organisational skills.</p> <p>Ability to prioritise and plan own caseload.</p> <p>Basic counselling skills.</p> <p>Ability to assess individual strengths in relation to employment.</p> <p>Ability to adapt activities to be appropriate for the needs of an individual client.</p> <p>Ability to meet agreed/specified service targets.</p> <p>Excellent interpersonal skills.</p>	<p>Ability to negotiate with employers on behalf of service users.</p> <p>Ability to be flexible, open and creative in problem solving.</p> <p>Ability to work as part of a multi - disciplinary team</p> <p>Awareness of the needs of people with MH conditions. The issues surrounding work and the impact it can have on MH.</p> <p>Working knowledge of community resources.</p> <p>Knowledge of employment law and the Equality Act 2010.</p> <p>Knowledge of evidence based interventions to</p>	CV & Interview.

	<p>Ability to collect and report data to support service performance and evaluation</p> <p>Knowledge of employment and disability related benefits.</p> <p>Vocational assessment and profiling.</p>	<p>support people with common MH problems remain in, return to & gain work</p>	
Training	<p>Willing and able to undertake the relevant training associated with the role.</p> <p>Able to integrate training into practice.</p>		CV & Interview.
Attitude/Approach	<p>A caring, responsible and positive approach.</p> <p>Reliable, trustworthy and enthusiastic. Motivated and innovative.</p>		CV & Interview.
Other Requirements	<p>Ability to work within a team and foster good working relationships.</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality.</p>	<p>Willingness to travel to other locations throughout the organisation.</p>	

MH - Mental Health