



Job Description

Job title: Employment Specialist, Supported Employment Quality Framework (SEQF)

Grade: 5

Hours: 37

Location: Nottingham/Nottinghamshire (this role is community based)

Responsible For: N/A

Responsible To: Team Leader, Connect to Work

JOB SUMMARY:

Working with clients, health professionals, service providers and employers, SEQF Employment Specialists are focused on making sure a person's journey into employment, with associated improved social inclusion and wellbeing, is as easy as possible.

You will work with clients (managing a caseload) to assist them in securing sustainable paid employment in line with their preferences. Your role will be to deliver the Individual Placement and Support (IPS) approach (for which training will be given).

You will provide person centered advice and guidance to clients, whilst building positive relationships with local employers to enable clients to move into suitable employment.

As an SEQF Employment Specialist, you will need to be a great communicator and passionate about helping people on their employment journey.

You will work with people on their individual employment journey from vocational profiling to the point where they no longer require face to face in work support. The six key stages on a typical journey are: engagement/referral; vocational profiling; action planning; job placement, job coaching and coordinating support whilst in employment; managing withdrawal of support as the in-work support is no longer required by the client.

The key objectives:

- To engage adults with health needs, disabilities or other complex barriers who are looking to get into work
- To use vocational profiling and action planning to support clients in understanding their skills, aspirations and career goals
- Support clients with job searching including working on a one-to-one basis with employers to match people with employment opportunities matching their preferences
- Secure job placements for customers including job coaching and coordinating support whilst in customers are in employment
- To provide ongoing in-work support for a defined period supporting customers to become independent and self-reliant.

ROLES AND RESPONSIBILITIES:

- Manage a caseload of around 20 clients who are motivated to start/return to work.
- Deliver the Supported Employment Quality Framework approach for which training will be given. Meet and support clients to understand their key skills, aspirations and goals through completing a Vocational Profile and produce an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, interview techniques and career development.
- Assess client's support needs related to work which may include benefits/welfare advice, disclosure of mental health symptoms etc., and provide support & guidance.
- Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.
- Spend at least 70% of the working week in the community in line with SEQF fidelity. This will involve travelling around to various community venues such as coffee shops and public libraries daily.
- Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and ongoing contact with the employer to ensure job retention.
- Build relationships with colleagues in clinical teams to engage and generate referrals and create collaborative working partnerships with clinical staff (promoting employment as a positive intervention in the recovery journey).
- Once employment has been secured continue to provide quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.
- Update client data base regularly with meeting notes and relevant documents
- Establish positive and integrated relationships with clinical teams, employers and other service providers.
- To build and maintain employer relationships and maintain employer engagement database, including 6 meaningful employer contacts per week. 15.
- Spend time getting to know local employers, to negotiate job opportunities that meet everyone's strengths, needs, abilities and preferences. 16.
- To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for employers.
- Work with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the workplace – this can include exploring 'job carving' i.e. carving small slices of work from the duties other staff do not have time to do.
- To develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals. This may include local colleges and training providers.

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain your own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	CV	Iv	C
Education/Technical Competencies			
Information, Advice and Guidance level 3 (D)	X		
Level 3 Diploma in Employability Services Sector Qualification or equivalent experience(E)	X		X
Trained in SEQF or IPS approaches (D)	X		X
Experience & Knowledge			
Experience/understanding of working with people with disabilities, who are neurodiverse or have complex barriers to employment (E)	X	X	
Experience of supporting customers face to face on a one to one basis (E)	X	X	
Proven experience of meeting and exceeding outcomes and targets (E)	X	X	
Experience of working assertively to influence decision makers (D)	X	X	
Experience of supporting people to obtain and keep work (E)	X	X	
Experience of working with NHS services and other key stakeholders to embed referral routes and to promote the health benefits of working (E)	X		
Previous experience of delivering a service using the IPS or SEQF model (D)	X		
Skills & Ability			
An understanding of the employment needs, and challenges faced by people who have health needs, are disabled or face other complex challenges (E)	X		
Good understanding of the principles and practice of supported employment (E)	X	X	
Working knowledge of a broad range of occupations and jobs and the local employment landscape (E)	X	X	
Able to use IT and tools such as MS Word, Powerpoint and Excel (E)	X	X	
Knowledge of disability and employment related benefits (D)	X	X	
Good motivational, communication and listening skills (E)	X	X	
Outstanding interpersonal skills and ability to build rapport with a wide range of service users and stakeholders (E)	X	X	
Attitude & Values			
Passion and drive to make a difference to people's lives (E)	X		
Highly motivated with a genuine belief that people with disabilities or complex barriers can find and thrive in paid employment (D)	X	X	
Resilient and tenacious and does not give up despite setbacks (E)	X	X	
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	X	X	

Collaborative and team player (E)	X	X	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	X	X	
Understands the need to have a flexible approach to working requirements (E)	X	X	
Vehicle owner/full driving license holder or able to travel to and from various locations across the East Midlands (E)	X	X	X