
JOB DESCRIPTION

Job title: Specialist Key Worker

Function: Operations

Reports to: Business Manager

Salary: £23 – 27K

Location: Southern England

Closing Date: 7 November 2019

PURPOSE OF YOUR JOB

Intensive Personalised Employment Support (IPES) is a new voluntary provision covering England and Wales for people with disabilities and complex barriers to employment who are considered by Jobcentre Plus (JCP) Work Coaches to be more than 12 months from the labour market without intensive support. IPES focuses on supporting participants into paid employment by delivering support tailored to an individual's needs, focused on overcoming barriers, identifying and achieving employment aspirations and providing consistent contact and intensive support throughout the participant journey.

Provide intensive end to end support to a small caseload of participants, remotely across a wide geographical cluster ensuring that the support provided is both appropriate and bespoke to meet the exact needs of each participant. To support with the development of a holistic health and employment approach, progressing participants closer to the labour market and into sustainable employment.

Specialist Key Workers will have a professional qualification or experience from employment and/or health backgrounds, exhibit a passion for supporting people, sound judgement, flexibility and strong motivational and coaching skills to work with those furthest away from the labour market on an intensive level.

PRINCIPAL ACCOUNTABILITIES / KEY RESULT AREAS

- Manage a small caseload of participants to ensure bespoke end to end support is provided including education and support around health conditions to enable them to move into sustainable employment.
- Conduct a range of biopsychosocial assessments with participants to identify/ address their individual barriers to be able to move them towards/ into employment. This will include improving participant wellbeing, increasing self-efficacy and social mobility.
- Develop and implement bespoke participant health and work action plans, identifying and utilising evidence-based interventions to support the achievement of job goals that are suited to the customers mental and physical health needs.
- Promote the value of work for participants health and wellbeing, helping to build confidence and aid the development of practical and emotional skills required to adapt to a working routine.
- Support the development of a holistic employment approach, working in partnership with Occupational Inclusion Specialists and Community Provision Coordinators.

- Develop and maintain relationships with key community stakeholders including health professionals and specialist organisations to encourage participants to become more socially included by building and maintaining a sustainable support network.
- Support participants personal and health constraints to training and employment, providing tailored advice and guidance to develop participants capability in the recruitment process ensuring they have the necessary skills, training and confidence to move them towards/ into employment.
- Provide ongoing bespoke advice, guidance and support to participants for a minimum of six months post-employment supporting their transition from welfare to employment to maximise the potential for sustainable long-term employment.
- Identify suitable routeways i.e. pre work support, work experience, employment opportunities with partnership organisations/ employers through marketing participants to the partner/employer.
- Adhere to our customer service standards so that all participants are provided with the same high standard of service that maximises their chances of securing sustainable employment.
- Maintain IT files and participant records to a required quality standard to ensure the participant journey is documented in accordance with that standard.
- Ensure compliance with our company policies (including Health and Safety, Safeguarding and Data Security) so participants and colleagues are protected at all times.

KNOWLEDGE AND EXPERIENCE

Essential

- Demonstratable previous experience of supporting those with health issues back into work/ vocational rehabilitation/ occupational health
- Experience of working in supported employment services
- Experience of working with people with mental/physical health conditions
- Knowledge of disability and special needs issues, policies and legislation in relation to employment.
- Experience of the local labour market and the local specialist networks that operate within it.
- The ability to work remotely across a wide geographical cluster whilst ensuring they remain part of the wider delivery team.
- The ability to work autonomously and self-motivate themselves to achieve a target
- Experience of working in a people and results driven environment
- The ability to build rapport and effectively motivate and coach individuals with complex barriers to progress towards employment.
- Experience of IT systems and in accordance with GDPR
- Flexibility to travel across the geographical patch with a full clean drivers licence and access to own car.

Desirable

- Qualified Health Professional registered with either Health and Care Professions Council (HCPC), British Association for Counselling and Psychotherapy (BACP), or British Association for Behavioural and Cognitive Psychotherapies (BABCP)
- Level 4 qualification or working towards the equivalent in Information and Guidance
- Experience of working in health promotion/ public health
- Awareness and understanding of health, wellbeing and disability initiatives to support individuals into employment, including supported employment/Individual Placement Support (IPS), routeways, job design and adjustments.

KEY INTERFACES

Internal; Business Managers, Occupational and Inclusion Specialists, Community Provision Coordinators, Health and Wellbeing team, Internal service providers

External: Participants, key stakeholders, other external bodies (e.g. Local Authority), Employers.

HOW TO APPLY

Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send your statement along with your CV to Leanne.sollis@fedcapemployment.org