



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



## JOB DESCRIPTION

|                  |                                  |
|------------------|----------------------------------|
| Job Title        | I CAN Work Employment Specialist |
| Department       | Adferiad Employment Services     |
| Base Location    | Flintshire                       |
| Hours of Working | 37.5 hours per week over 7 days  |
| Salary           | £21,210 per annum                |

|                                |                     |
|--------------------------------|---------------------|
| Accountable To                 | Commercial Director |
| Reports To                     | Project Manager     |
| Line Management Responsibility | N/A                 |

### Job Purpose:

You will be required to manage and support a caseload of between 20-30 people at any time who have experienced mild to moderate mental health problems and who are unemployed. Working directly with all relevant stakeholders: the service user, CMHT staff, consultant psychiatrists, partner agencies and local employers - you will support the service users on your caseload to gain and retain paid employment.

### Main Duties and Responsibilities:

#### *Client work*

- To manage and support a caseload of between 20-30 service users at any one time who are unemployed, receiving specialist mild to moderate mental health services and who wish to gain employment.
- Meet and exceed job outcome targets for service users.
- Build relationships with clinical teams to generate referrals and create a collaborative working partnership with NHS clinicians where employment support is integrated into mental health treatment.
- Take a multi-disciplinary approach in supporting service users in gaining employment. For example, involve clinical staff (where relevant) in managing symptoms at work, medication reviews and supporting rehabilitation needs e.g., social skill development, budgeting, travel training etc.
- To prepare individuals for gaining employment by supporting them to understand their skills, aspirations and goals through vocational profiling and action planning.
- Focus on rapid job search with the service user, whilst utilising local support networks to help them overcome their barriers to employment.



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



- Source job opportunities for service users through tailored job search and regular contact with employers.
- Develop and maintain relationships with local employers, to negotiate job opportunities that meet service users' strengths, needs, abilities and preferences.
- When placing service users with employers, ensure that the appropriateness of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills, symptoms and coping mechanisms.
- Support the wider team by exploring 'job carving' i.e., carving small slices of work from the duties other staff do not have time to do.
- To develop and maintain effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals for example, local colleges, training providers and external supported employment services.
- To provide training and support to employers, as agreed with the individual, which may include negotiating adjustments, and on-going contact with the employer to ensure job retention.
- To provide individualised support to service users once they have gained employment to assist them in sustaining employment.
- To maintain a professional relationship with the service users of the programme and with key internal and external stakeholders, with attention to confidentiality and professional boundaries.
- Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services.

## *Administration*

- To adhere to administrative and data capture protocols which record the progress of individuals.
- To keep accurate and complete records of casework.
- Ensure that effective monitoring and evaluation systems are adhered to.
- To keep abreast of changing practice within vocational rehabilitation.
- To regularly collect and promote service user employment recovery stories.
- To undertake mandatory training as required.
- To ensure that all relevant policies are implemented such as information governance, safeguarding etc.



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth  
Meeting the needs of vulnerable people facing complex life challenges



## **General:**

- Have an understanding of supporting people with mental health.
- Have an awareness of Welfare Benefits.
- Have experience of networking and working in a multidisciplinary team.
- Have an awareness of employment related support.

## **Professional:**

- To participate in the Adferiad Recovery continuous learning, development, and appraisal process.
- To undertake any mandatory training.
- To maintain professional accreditation as appropriate to role.
- To attend training provided, organised, or arranged by Adferiad Recovery.
- To operate within and observe Adferiad Recovery policies and procedures as amended and updated.

This Job Description provides a framework in which duties may be carried out; however, it may be necessary to make alterations and adjustments from time to time to meet the needs of the service.



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth  
Meeting the needs of vulnerable people facing complex life challenges



## Person Specification for Employment Specialist

|                        | Essential                                                                                                                                                                                                                                         | Desirable                                                                                                                                                                                                          | Assessment Method                                                            |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>Qualifications:</b> | <ul style="list-style-type: none"> <li>Mental Health Awareness training</li> </ul>                                                                                                                                                                | <ul style="list-style-type: none"> <li>Level 3 Diploma in Employability Services Sector Qualification</li> <li>Motivational Interview training</li> </ul>                                                          | <ul style="list-style-type: none"> <li>Interview and certificates</li> </ul> |
| <b>Experience:</b>     | <ul style="list-style-type: none"> <li>Minimum 2 years' experience of working in supported employment services</li> <li>Minimum 2 years' experience of working with people with mental health problems or a similar service user group</li> </ul> | <ul style="list-style-type: none"> <li>Experience of partnership working negotiation and liaison work with other agencies</li> <li>Experience of opening up job opportunities with a range of employers</li> </ul> | <ul style="list-style-type: none"> <li>Interview</li> </ul>                  |
| <b>Knowledge:</b>      | <ul style="list-style-type: none"> <li>Good understanding of the principles and practice of supported employment</li> <li>Able to use IT and tools such as MS Word, Access, PowerPoint, and Excel</li> </ul>                                      | <ul style="list-style-type: none"> <li>Knowledge of employment law</li> <li>Knowledge of disability and special needs issues, policies and legislation in relation to employment</li> </ul>                        | <ul style="list-style-type: none"> <li>Interview</li> </ul>                  |
| <b>Other:</b>          | <ul style="list-style-type: none"> <li>Flexibility to travel within the region</li> <li>Full Driving licence and use of own car</li> <li>Flexibility to working out of 'normal office' hours</li> </ul>                                           | <ul style="list-style-type: none"> <li>Lived experience</li> <li>Ability to speak Welsh</li> </ul>                                                                                                                 | <ul style="list-style-type: none"> <li>Interview</li> </ul>                  |



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth  
Meeting the needs of vulnerable people facing complex life challenges



|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                      |                                                               |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <p><b>Skills:</b></p>             | <ul style="list-style-type: none"> <li>• Interpersonal skills</li> <li>• Ability to build productive relationships with people</li> <li>• Ability to work collaboratively within a mixed, multi-agency disciplinary team</li> <li>• Active listening skills</li> <li>• Ability to persuade and negotiate in an appropriate manner</li> <li>• Able to work independently</li> <li>• Creative problem solving to tackle obstacles that arise</li> <li>• Can effectively manage time to meet deadlines while maintaining high standards</li> <li>• Manage competing demands with project management tools and techniques</li> <li>• Maintain effective and organised administration systems</li> </ul> | <ul style="list-style-type: none"> <li>• Compelling written and verbal communication skills tailored to a variety of audiences</li> <li>• Coaching skills</li> </ul> | <ul style="list-style-type: none"> <li>• Interview</li> </ul> |
| <p><b>Personal Qualities:</b></p> | <ul style="list-style-type: none"> <li>• People-orientated</li> <li>• Naturally interested in and energised by working with and talking to people</li> <li>• Non-judgemental and trustworthy</li> <li>• Capability to be empathetic whilst respecting professional boundaries</li> <li>• Passion and drive to make a positive difference to people's lives</li> <li>• Belief that people with mental illness can gain and sustain meaningful work</li> <li>• Able to model a strengths-based recovery model</li> <li>• Positive mindset and motivational to others</li> <li>• Persistence and perseverance</li> </ul>                                                                               |                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Interview</li> </ul> |



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth  
Meeting the needs of vulnerable people facing complex life challenges



|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  | <ul style="list-style-type: none"> <li>• Respond positively to failure and able to translate it into a valuable learning experience</li> <li>• Ability to self-reflect and understand own reactions and flex accordingly to any situation</li> <li>• Patient and empathetic</li> <li>• Conscientious and professional</li> <li>• Reliably deliver excellent results and go the extra mile for service users and employer</li> <li>• Commitment to learning</li> <li>• Self-aware of personal strengths and weaknesses and actively invest in personal and professional development</li> </ul> |  |  |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|