

September 2019

Dear Applicant

Employment Services – Vocational Support Worker – 2 x 37 hour posts

Thank you for your interest in the above post.

We know that employment is an important part of mental health recovery. Hull and East Yorkshire Mind has an established, high performing Vocational Support Service which is aimed at supporting people to overcome the barriers to accessing and retaining employment. Could you be the person to help to deliver this service?

This is an exciting and challenging position that requires enthusiasm and flexibility. The employment services are varied and innovative and we are looking for someone who can deliver these to gain the best outcomes for the people with whom we work. It's an exciting time for employability support services, with many prospects for growth and expansion occurring all around us.

The successful candidate will make links with local employers, partners and stakeholders in order to identify suitable placement opportunities based on individual's strengths and preferences. They will also work within a support team who thrive on adapting to the changing needs of the people we support whilst working closely with partners and agencies to provide effective support for people wishing to gain employment.

The variety within this role is vast and with that comes lots of opportunity for the right person to grow and develop. You will need passion, empathy and resilience. We are looking for someone who is committed to making a difference.

Yours faithfully

Lyndsey McClements
Operations Manager

JOB DESCRIPTION

JOB TITLE: Employment Services – Vocational Support Worker – Community Based Projects
LOCATION: The post holder will be required to work at various sites and travel within the Humber region.
SALARY: £21,636 per annum – 37 hours
HOURS: The post holder is required to work their contracted hours flexibly to meet the needs of people who use our services and the organisation which may include evenings, weekends or public holidays.
REPORTS TO: Team Leader
<p>OVERALL PURPOSE OF THE JOB</p> <p>To manage a caseload of up to 20-30 people at any time who have experienced mental health problems and who are unemployed. The Vocational Support Worker is expected to deliver the Hull and East Yorkshire Mind employment services using recognised approaches for which training will be given. Working directly with all relevant stakeholders: the service user, CMHT staff, consultant psychiatrists, partner agencies and employers - you will support the service users on your caseload to gain and retain paid employment.</p>
<p>ROLE DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> ▪ Effectively manage a caseload of service users at any one time who are currently off work/unemployed, receiving specialist mental health services and who wish to return to work. ▪ Meet and exceed job outcome targets for service users. ▪ Build relationships with clinical teams to generate referrals and create a collaborative working partnerships with NHS clinicians. ▪ Build a multi-disciplinary approach to the return to work. 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 a return to work by supporting service users 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. ▪ Source job opportunities for service users through tailored job search and regular contact with employers. ▪ Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences. ▪ When placing service users with employers, ensure that the quality of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills.

- To develop 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 education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
- To provide individualised support to service users once they have returned to work 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 particular attention to confidentiality and the maintenance of boundaries.
- Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services
- To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework.
- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation
- To undertake mandatory training as required.
- To actively participate in own continuous professional development.
- To ensure that all relevant policies are implemented such as information governance, safeguarding etc.
- To regularly collect and promote service user employment recovery stories.
- Ensure our framework for good mental health care which includes Relationships, Environment, Activity, Compassion and Hope is integral to our service delivery.
- Any other duties as may be reasonably required

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

Person Specification

*It is essential that, in the key shortlisting criteria of your application form, you give evidence or examples of your proven experience for **all** of the shortlist criteria marked essential along with any desirable criteria which you meet.*

You should expect that all criteria will be assessed as part of either or both of the shortlisting and interview processes.

Job Title: Vocational Support Worker		Created: September 2019	
Area	Criteria	Essential	Desirable
Key knowledge	Demonstrable understanding of mental health and vocational barriers and strategies to resolve them	✓	
	Understanding of Risk Management, Health and Safety, Safeguarding, Equality and Diversity and Quality Assurance	✓	
	Up to date knowledge and understanding of the labour market in Hull and the East Riding	✓	
	Good understanding of the principles and practice of supported employment	✓	
	Of local and national support services including clinical, voluntary, community and statutory provision within the welfare, social, financial, housing and mental health sectors		✓
	Knowledge of IPS principles and approach		✓
	Knowledge of employment law		✓
Relevant experience	Minimum 2 years' experience of working in supported employment services	✓	
	Minimum 2 years' experience of working with people with mental health problems or a similar service user group	✓	
	Of entering and managing data in a management information system	✓	
	Of working in a target driven environment		✓
	Experience of partnership working, negotiation and liaison work with other agencies		✓
Key competencies	Outstanding interpersonal skills and ability to build rapport with a range of people	✓	
	Natural ability to build close, trusting and productive relationships with people	✓	
	Team orientated and works collaboratively within a mixed-disciplinary team	✓	
	Able to communicate effectively with both internal and external stakeholders of the organisation and develop new professional relationships	✓	
	Able to merge differing viewpoints, recognise where compromise is necessary and negotiate agreement	✓	
	Demonstrate resilience when under pressure, faced with emotionally charged issues	✓	

	Able to work independently and use initiative to think quickly on the spot in different, and often challenging, situations	✓	
	Abilities to persuade and negotiate in a constructive and appropriate manner	✓	
	Can effectively manage time to meet deadlines while maintaining high standards	✓	
	Creative problem solving to tackle obstacles that arise and fulfil requirements of the role in innovative ways to deliver greater impact		✓
	Manage competing demands with project management tools and techniques		✓
	Able to effectively manage change, using it as an opportunity to improve ways of working and ensuring staff are kept motivated/engaged		✓
Additional requirements	Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Ability to work flexibly, hours of work may be between 8am until 8pm Monday to Friday with weekend and bank holiday working	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	A health related qualification		✓

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.