**Annex 9**

# **Example Job description**

**Employment Specialist**

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| **Job Purpose**  |
| The role will work with Norfolk residents in the Connect to Work project, managing a caseload of project participants who have barriers to finding work, supporting them to secure sustainable paid employment. You will deliver the Individual Placement and Support (IPS) approach (for which training will be given); providing person centred advice and guidance to clients, whilst building positive relationships with local employers to enable clients to move into suitable employment.The role will include managing a wide range of partner relationships, supporting referrals and resident pathways from a breadth of health, community and voluntary sector settings.  |
| **Context**  |
| The Connect to Work project (CTW) is managed by Norfolk County Council Employment & Skills department, a key outward facing service within the Authorities Growth & Investment directorate. The directorate seeks to create the right conditions for economic growth and remove barriers to it, involving considerable work with external partners. Connect to Work is a voluntary programme to help tackle economic inactivity by providing a specific form of support targeted at the right people at the right time, based on their individual circumstances. Participants must be both eligible and suitable for the provision. Connect to Work will deliver the evidence-based Supported Employment model, ‘place, train, and maintain’, building on the existing DWP funded Supported Employment programmes; Local Supported Employment (LSE) and Individual Placement and Support in Primary Care (IPSPC) and delivering over a 5-year period 2025-2030. Good quality work provides people with income, social interaction, and a sense of fulfilment and purpose among many other benefits. It’s known that work has a positive effect on people’s physical and mental health, and their wellbeing, while unemployment often has a harmful impact. Connect to Work will take a collaborative, locally led approach to tackling ‘Hidden Unemployment’ across Norfolk. The aim for the project is to transform lives and make a difference for disabled people, people with health conditions and other complex barriers to employment, helping them to get into and on in work. |

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| **Accountabilities** |
| To deliver job coaching using the 5 stage Supported Employment model: Customer Engagement, Vocational profiling, Employer Engagement, Job Matching and In-Work Support/Career Development. |
| Efficiently manage and progress a cohort of individuals in to paid employment who meet the eligibility requirements of the IPS project theme, by utilising effective caseload management and associate caseload management tools. |
| 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. |
| Develop relationships with a variety of groups, services and organisations to promote Connect to Work, participant recruitment and the benefits of employment generally, to help working age adults find appropriate employment options. |
| Advocate on behalf of the person with prospective employers as necessary, aiming to identify work solutions that will overcome or maximise opportunities within the workplace. This will also be through partnership working with the CTW central team who will support in identifying employment opportunities. |
| Increase employer awareness of the implications under the Equality Act 2010 to make reasonable adjustments. |
| 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. |
| Ensure that safeguarding and wellbeing practices are carried out in support of project participants.  |

**Person specification**

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| **Skills and abilities:** | **Essential (ü)** | **Desirable (ü)** |
| Good motivational, communication and listening skillsOutstanding interpersonal skills and ability to build rapport with a range of peopleGood organisational abilityNatural ability to build close, trusting and productive relationships with peopleTeam orientated and works collaboratively within a mixed-disciplinary teamAbility to work independently and use initiative to develop and promote a serviceNon-judgemental and trustworthyEmpathy with the needs of those with mental health support needsPassion and drive to make a positive difference to people's livesHighly motivated with a genuine belief that someone with a mental health condition can find paid employmentResilient and tenacious to not give up despite setbacks and frustrationsSelf-aware of personal strengths and weaknesses and actively invest in personal and professional developmentWillingness to travel within a designated locality |  |  |
| **Knowledge/Experience** | **Essential (ü)** | **Desirable (ü)** |
| Experience/understanding of working with people with health support needs, or a similar client group within health, social services or the voluntary sectorExperience of working with someone on a one-to-one basis Experience of managing multiple tasks at any one timeExperience of working assertively to influence decision makersExperience of supporting people to obtain or keep workExperience of working within mental health servicesProven experience of meeting and exceeding outcomes and targetsAn understanding of the employment needs, and challenges faced by people who experience mental and physical health difficultiesDeveloping a knowledge of a broad range of occupations and jobsAble to use IT and tools such as MS Word, PowerPoint and ExcelKnowledge of the benefits agency and all disability/ employment related benefits |  |  |
| **Qualifications** | **Mandatory (ü)** | **Indicative (ü)** |
| Minimum 5 GCSEs or equivalent at Level 2, including English and mathsTrained in IPS approachLevel 3 Diploma in Employability Services Sector QualificationQCF in Advice & Guidance (Level 3) |  |  |