

Job Description

POST TITLE: Senior Supported Employment Officer

DIRECTORATE: Housing, Climate and Economy

SERVICE: Employment, Skills & Adult Learning

GRADE: PO1

LOCATION: London Borough of Hackney

RESPONSIBLE TO: Supported Employment Operations Manager

PURPOSE OF THE JOB

The purpose of this role is to manage and support a caseload of clients, with barriers to work, to assist them in securing sustainable paid employment in line with their preferences. This will involve supporting residents who have one or more of the following:

- A learning disability
- Autism
- Mental health condition
- Long-term physical health condition

The role will involve assisting service users to obtain sustainable paid employment and supporting those in work to maintain their current employment where they would not sustain employment without additional support.

The post holder will provide high-quality Supported Employment through person-centred advice and guidance to clients and facilitating pathways to paid employment. A key part of the role will include building positive relationships within adult social care and secondary mental health services, with local employers and other key stakeholders to generate referrals and help clients to address their barriers to work and achieve their employment goals through accessing, maintaining or progressing in work.

MAIN AREAS OF RESPONSIBILITY

The post holder will have lead responsibility and accountability for the following:-

- 1. Caseload management, IAG (information, advice & guidance) & employability Support**
 - Actively marketing the service/undertaking outreach and participating in events to raise awareness of the programme and assist with recruiting local residents meeting the programme criteria who require support to find/maintain work.
 - Manage a caseload of around 20-25 eligible clients requiring support with accessing or maintaining employment.
 - Build knowledge of the local labour market.
 - Meet and support clients to understand their key skills, aspirations and agree goals through completing a vocational profile and producing an action plan to help them obtain and sustain competitive employment.
 - Assist clients with their job search, CV development, application forms, interview

techniques and career development.

- Assess clients' support needs/barriers to work which may include skills gaps, benefits/welfare advice, and disclosure of health conditions and provide related one-to-one impartial advice and guidance (including guidance relating to reasonable adjustments).
- Arrange regular meetings with clients to monitor and review progress pre and post-employment and provide person-centred support, coaching & mentoring.
- Engage participants in personal development/positive activities including well-being opportunities or activities that build their confidence/enhance their skills (including referrals to in-house Adult Learning provision).
- Coordinate/deliver group employability/wellbeing sessions where required.
- Once a client has secured employment, conduct regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.

Employer engagement/Job brokerage

- Establish/build positive relationships with local employers to identify opportunities/progression opportunities including apprenticeships, jobs, work trials and work placements.
- Advise employers on good practice/work with them to reduce barriers in the workplace/recruitment process e.g. providing guidance on reasonable adjustments including job carving.
- Provide education and support to employers which may include negotiating adjustments, return-to-work strategies and ongoing contact with the employer to ensure job retention (with the agreement of clients).
- Source job opportunities for clients through tailored job searches and regular contact with local employers to explore hidden as well as advertised employment opportunities.
- Make effective job matches based on knowledge of caseload and employer needs.

Partnership work

- Develop effective working relationships to promote the service offered within Adult Social Care Services and the Integrated Learning Disabilities teams, Day Care Centres for Adults with Learning Disabilities, neighbourhood Mental Health teams, occupational health, Jobcentre Plus and voluntary sector organisations e.g. MIND.
- Establish and build effective in-house and external working relationships with a range of colleagues/partners to support collaborative partnerships to help individuals progress towards/achieve their employment goals e.g. working with voluntary sector organisations and training providers.
- Create and maintain positive relationships with families/carers and professionals to support service users where required.
- Deliver presentations/information sessions to a range of agencies to raise programme awareness.

Other

- Keep accurate and complete records of casework on in-house case management systems.
- Input into programme monitoring, evaluation and reporting to meet corporate and funder requirements including collecting/preparing success stories from clients accessing the service.
- Collate feedback from service users/help to facilitate opportunities for service users to input into service development.
- Contribute to the planning and development of supported employment programmes.
- Meet programme and service targets as required, including helping to increase the number of Care Act-eligible residents supported into work or to remain in work/contributing to the ASCOF (Adult Social Care Outcome Framework) measures.



- Keep up to date with relevant policies and good practice in the employment and skills/supported employment sector.
- Participate in ongoing professional development including mandatory training as required.
- Work independently and reliably to deliver effective Supported Employment based on the IPS (Individual Placement and Support) model/principles.
- Ensure that a high level of confidentiality is maintained at all times.
- Comply with all relevant statutory and council policies and procedures including data protection regulations, health and safety/safeguarding and diversity & equality.
- Actively contribute to the council's priorities and outcomes.
- Any other duties that are commensurate with the function and grade of the post.

This role is subject to an enhanced DBS Check.

Person Specification

Qualifications and experience

- Experience working on a frontline service with people with mental health, learning disabilities, autism or a similar client group facing labour market disadvantages (ideally providing employment support).
- Experience in developing/maintaining partnerships and/or relationships with employers and understanding engagement activities within diverse communities.
- Willingness to undertake and maintain all required CPD.
- NVQ in advice & guidance or equivalent (desirable).
- Proven experience in meeting/exceeding outcomes and targets.

Knowledge

- An understanding of the barriers/challenges and needs of those living with mental/physical health conditions/learning disabilities/autism when applying for/accessing employment.
- An awareness of the local labour market.
- An understanding of Supported Employment Models/the IPS approach including reasonable adjustments.
- An understanding of safeguarding and data protection regulations.

Skills and abilities

- Good communication (oral and written), listening skills and an ability to mentor, motivate, coach and empower vulnerable clients.
- Outstanding interpersonal skills and ability to build rapport and effective relationships with employers, external organisations and other programme stakeholders.
- Ability to influence key stakeholders e.g. employers.
- Ability to work with vulnerable clients and advocate on their behalf to access opportunities.
- Team-oriented/able to work collaboratively within a mixed-disciplinary team.
- Ability to work independently, prioritise tasks, solve problems, work within tight deadlines and meet targets.
- Good organisational skills.
- Able to maintain confidentiality.
- High levels of customer care.
- Able to use IT packages like Google Workspace (formerly G Suite) or Microsoft Office.

Personal qualities

- Proactive, non-judgemental, empathetic and can demonstrate creativity, initiative and resourcefulness.
- Passion and drive to make a positive difference in people's lives.

Other

- An interest in personal and professional development.
- Flexible approach to work with a willingness to travel within the region and work outside of contractual hours in the evenings and weekends with notice to meet exceptional business needs.

