

Twiningenterprise

mental wellbeing through work

EMPLOYMENT SPECIALIST -

IPS WORKS NORTH / WEST LONDON

INFORMATION DAY: 24 OCTOBER (9:30 - 11.30)

DEADLINE: 30 OCTOBER

INTERVIEW: 9 & 12 NOVEMBER

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To Apply:

Please send your CV, covering letter and Equality Monitoring Form to:
Twining Enterprise, 84 Uxbridge Road, Ealing, London W13 8RA
or email them to: jobs@twiningenterprise.org.uk

For any questions call us: 020 8840 8833 or visit twiningenterprise.org.uk

WHO WE ARE

Twining Enterprise exists to improve mental wellbeing by supporting people in and into work. Everything we do is aimed at helping people with mental health conditions gain access to the benefits work has to offer. Our tailored practical employment support doesn't just help with work related goals, it improves our clients' wellbeing and lives.

We are London's leading mental health employment charity. We provide life-changing support to over 2,000 Londoners with common and severe mental health conditions every year. Our clients regularly tell us that our support has made a significant difference in their lives and we have been accredited by the Centre for Mental Health with [IPS](#) Centre for Excellence Status 2016-19.

OUR JOURNEY

Founded in 1995, Twining has over 20 years of experience of providing high quality effective services that help people with mental health conditions to overcome barriers, gain and retain employment. We are a fast growing charity, expected to have revenues of £2 million.

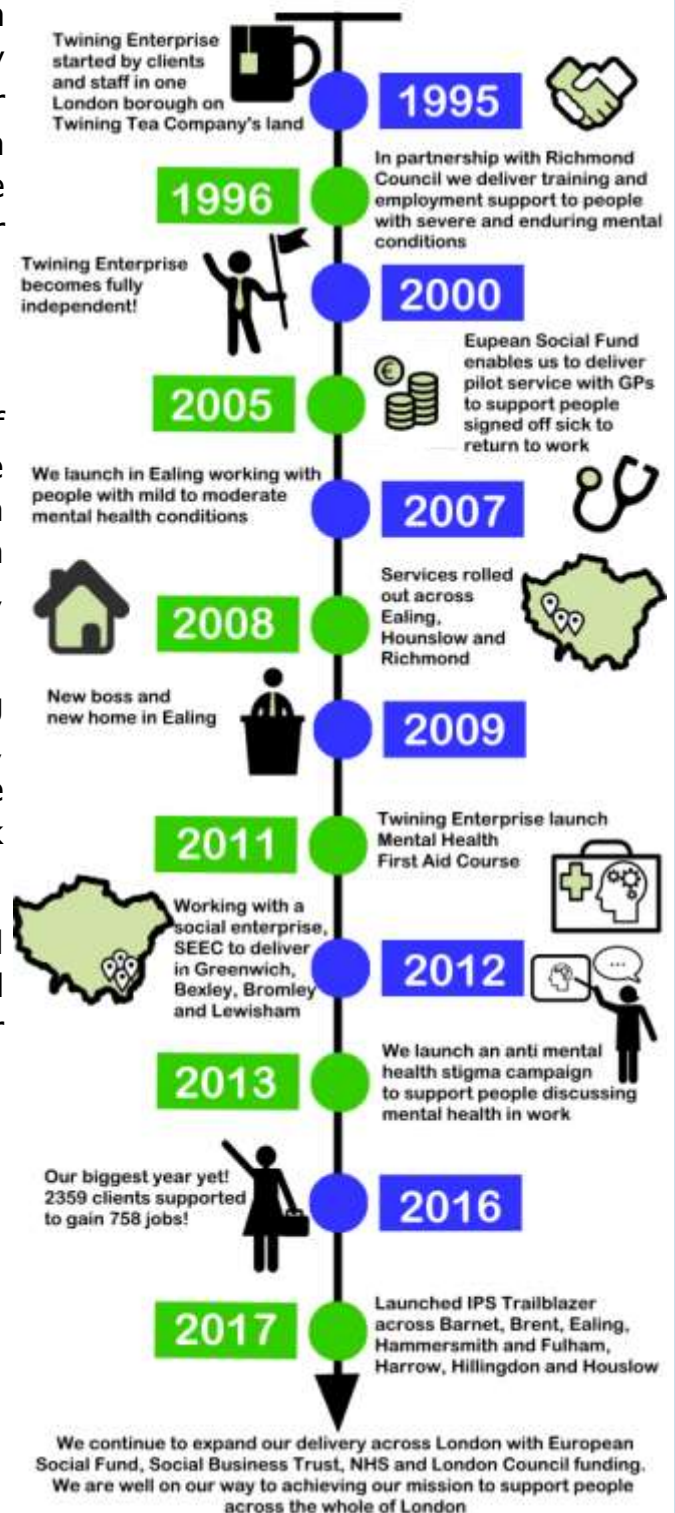
Our mission is to provide our life changing service across London & across diverse, disadvantaged and 'hard to reach' groups. We work with employers to challenge and break down the stigma associated with mental health.

We have recently secured valuable financial and intellectual support from the Social Business Trust to assist us to deliver our strategic vision.

WHERE WE WORK TODAY

- Barnet
- Brent
- Ealing
- Hammersmith & Fulham
- Haringey
- Harrow
- Hillingdon
- Hounslow

OUR TIMELINE

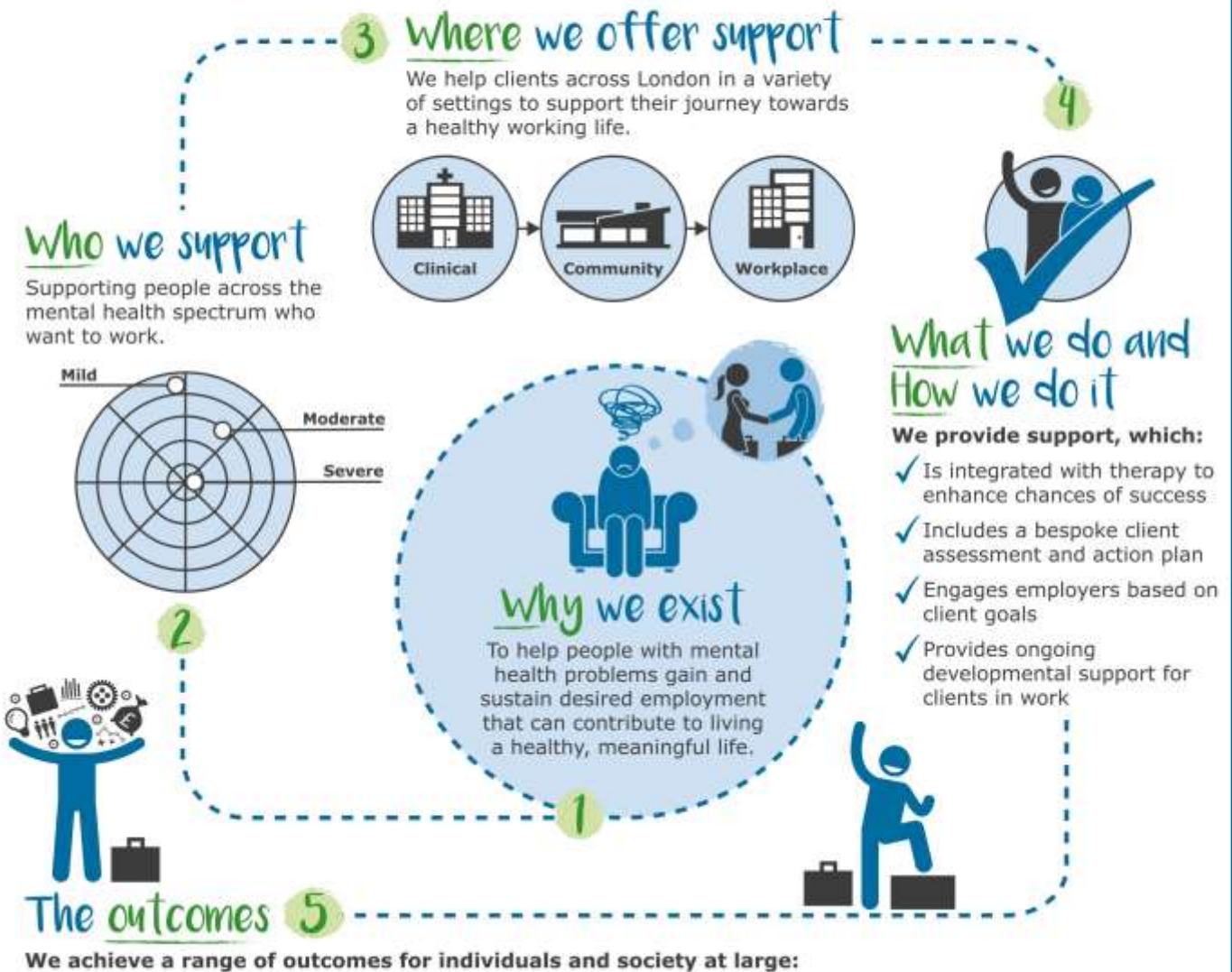




Twining's vision is of a world where all people with mental health problems:

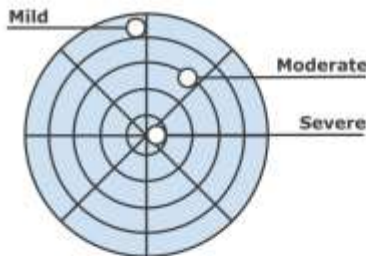
- Enjoy access to the same life and work opportunities as everyone else
- Can access support in times of difficulty with minimal disruption to their working lives
- Enjoy the benefits that work provides
- Are fully accepted members of their community

WHY WE DO WHAT WE DO



Who we support

Supporting people across the mental health spectrum who want to work.



Why we exist

To help people with mental health problems gain and sustain desired employment that can contribute to living a healthy, meaningful life.

What we do and how we do it

We provide support, which:

- ✓ Is integrated with therapy to enhance chances of success
- ✓ Includes a bespoke client assessment and action plan
- ✓ Engages employers based on client goals
- ✓ Provides ongoing developmental support for clients in work

The outcomes

We achieve a range of outcomes for individuals and society at large:

For individuals

Improved mental wellbeing through:

- Long-term, sustained employment
- Increased resilience and self-responsibility
- Sense of purpose and self-empowerment
- Increase in positive conversations about mental health in organisations
- Improved social and family relationships

For society

Reduced spend on benefits and public health services.

For employers

Improved staff wellbeing as positive conversations about mental health become part of the culture.



Twining's services are typically integrated into clinical teams across the boroughs we work in. Twining bridges the gap between traditional providers of mental health services and employment services by delivering a service that supports people with mental health conditions to find and keep work.



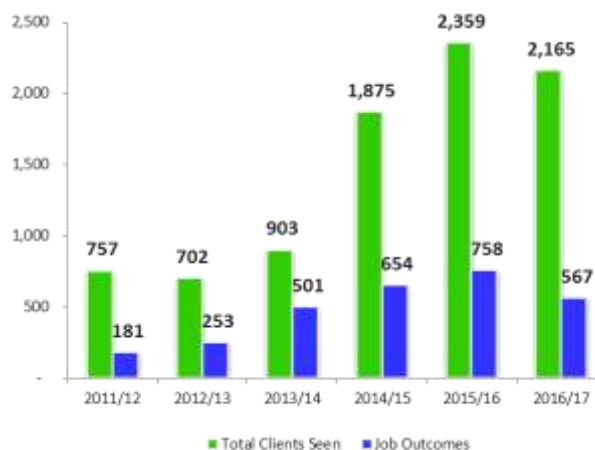
Our Employment Specialists liaise closely with employment agencies, employers, training organisations, other charities working with people with people with mental health conditions or willing to support our clients in some other way. Furthermore they regularly work directly within Job Centres: this ensures they are very knowledgeable about any local opportunities that might be suitable for their clients.

OUR IMPACT



There is overwhelming international evidence that IPS is the most effective and efficient way of helping people with severe and enduring mental illness into competitive and sustainable employment. IPS participants are twice as likely to gain employment compared with traditional vocational rehabilitation alternatives. IPS participants sustain jobs for longer and earn more than those who are supported by the best local vocational rehabilitation alternatives.

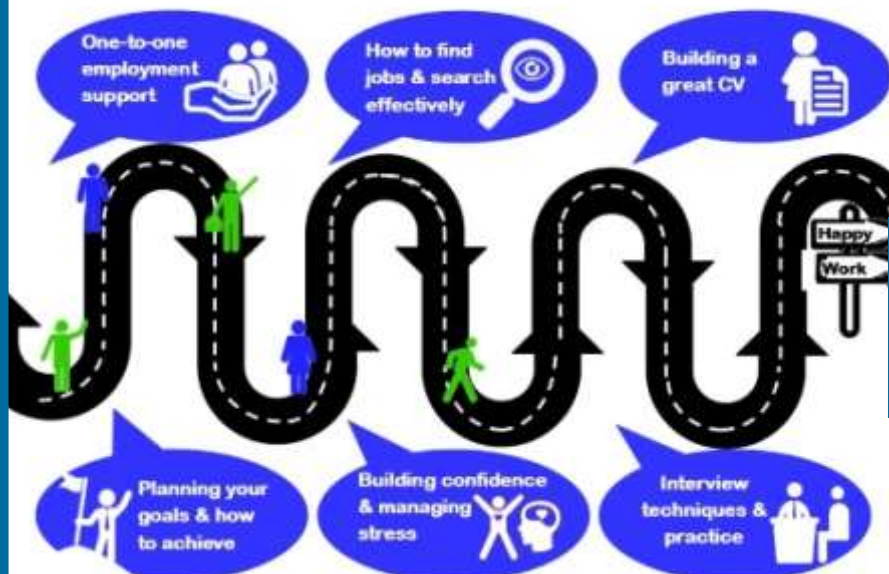
In 2016 we supported 2359 clients to obtain 758 job outcomes. We are currently delivering or launching services to extend our reach to 13 London Boroughs.



OUR CLIENTS

We believe that everyone deserves to enjoy the benefits that work offers. Working is good for our health and wellbeing. It contributes to our happiness, helps us build confidence and self-esteem, develop our social networks and rewards us financially. Because of these benefits we know our support can change our clients lives for the better. But they also tell us all the time and regularly share their stories with us.

CLIENT JOURNEY



“ I am in a better place now and I am happy that opportunities have come my way. I thought the doors were closed to me. ”
Mitsa, Twining Client.

“ I now feel a lot better; I am very optimistic about the future and my mental wellbeing has improved significantly. ”
Ben, Twining Client.

“ I can honestly say I think Roy saved my life. ”
Tess, Twining Client.



At Twining we are committed to living our values and ensuring that we embed them throughout our work. Our staff are regularly reviewed on how they have helped us to deliver these values through their work. These values drive our treatment of our staff, clients, partners and stakeholders and we are looking to recruit people for whom they resonate.



People first



Seek solutions



Empower others



Act with integrity



Fairness at work



Connect and collaborate

- **People First:** We will put people's mental wellbeing first
- **Seek solutions:** We will find new ways forward and make an impact
- **Empower others:** We will give people the means to succeed
- **Act with integrity:** We will do what's right and speak up when something isn't right
- **Fairness at work:** We will act fairly, encourage fairness and challenge stigma
- **Connect and collaborate:** We will build strong relationships

OUR FUTURE

OLI JACOBS, CHIEF EXECUTIVE



Twining has had a fantastic growth journey and now supports well over 2000 clients each year. We are currently expanding our IPS Works and IPS Trailblazer programme across seven new boroughs and have two new waves of recruitment in the next six months. All this growth and the fantastic results our client's achieve means the charity has a real sense of optimism about our future.

We have recently refreshed our board and now have the privilege of working with an excellent set of Trustees with all the skills we need to support us through the next phase of our development.

We were particular pleased to secure Social Business Trust (SBT) investment last summer which is providing a highly valuable package of financial and intellectual support which will see us working closely with experts at IBM and the SBT to ensure that our policies and procedures keep up with our expanding remit.

Our twin focus in the coming year will be to continue to expand our ability to deliver our services across London and to ensure that we maintain our reputation for delivering a high quality service in line with our centre for excellence status.

Oli

OUR CULTURE

We pride ourselves on having nurtured a culture built on trust and respect where our staff feel valued and supported. We strive for a diverse, tolerant and inclusive workplace.

OUR STAFF

Our staff are highly professional, passionate and committed people who are motivated to improve the lives of those with mental health conditions. A proportion of our staff have personal lived experience of mental health conditions and with our support and their own self management play an important role informing our approach.



OUR TEAM LEADER - NICK

WHY I WORK HERE

I enjoy working in the mental health field because I like doing something where I know beyond a shadow of a doubt that we are helping people to lead a better life, one that is healthy and mindful.

It might take some of our clients a long while to get there but eventually with the right support all the people that engage with our employment services will one day look back

and know that this has been a positive experience for them.

What I like best about my job is that as part of my primary responsibility I will be interacting with various people on all different levels of the organisation and across all functional areas. I enjoy knowing that I get to learn new things about the organisation and seeing it grow as a charity. The journey thus far has been enjoyable.

WHAT DO YOU DO AT TWINING?

I joined Twining in 2017 as a Team Leader covering three London Boroughs; Brent, Barnet and Haringey. Part of my role is to support and develop our Employment Specialists, within the services and to ensure that the projects are delivered to a high standard that underpins Twining's visions and values. As a Team Leader my main priority is to ensure clients are given the best possible service.

- Employer engagement
- Mental Health First Aid
- IPS Training
- Benefits Training
- Employability Skills
- Coaching Training
- Team Leader Training

OUR COMMITMENT TO QUALITY

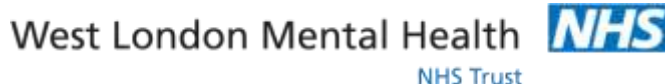
Individual Placement & Support (IPS) is an evidence-based supported employment intervention to support people who have a severe mental illness to find and keep sustained employment.

There is overwhelming international evidence that IPS is the most effective and efficient way of helping people with mental health issues into competitive and sustainable employment. Our IPS Works programme is expanding the service to those with common mental health conditions.

Twining has developed a model of provision that is highly regarded within the mental health care arena; we are becoming a partner of choice within London for mental health employment services. Commissioners are very happy with our service, they find it value for money and it is widely regarded that the quality of our employment advisors is very high.

Having developed a reputation for our high quality IPS provision across many London boroughs our focus in the coming years will be to expand this service and ensure that we benchmark this high quality across our new areas of operation and cohorts of clients.

WHO WE WORK WITH



YOUR CHANCE TO MAKE A DIFFERENCE

We are looking for positive and empathetic people interested in joining our team to help us make a difference to the lives of Londoners with mental health conditions. If this sounds like what you are looking for, we can offer:

CAREER DEVELOPMENT

Career progression - Our staff can benefit from the great relationships we have with public, private and voluntary sector partners, with opportunities to access mentoring.

Learning and development - We invest heavily in your learning and development. Staff training is delivered in support of organisational, team and individual learning needs identified and reviewed in appraisals is an individual training budget for each staff member.

A Dynamic learning environment. An exciting fast-growing working environment and an opportunity to work closely with corporate specialists from the Social Business Trust to nurture talent and development.

WELLBEING AND WORK/LIFE BALANCE

Wellness Action Plans - As a mental health charity we are committed to supporting our staff's wellbeing and work/life balance. We have wellness action plans for all of our staff and work wherever we can to accommodate individual working needs.

Employee assistance programme - We provide a free, independent and confidential support service through our employee assistance programme. Support is available 24 hours a day and includes advice on debt and financial management, legal and tax advice, family care, everyday matters, counselling and emotional support.

Annual leave - We offer a generous 27 days annual leave rising to a maximum of 30 days after five years service as well as eight days public holiday.

Flexible working - As an organisation with staff based across London in a wide variety of settings we fully support a range of flexible / remote working options. These include part-time working, job sharing and condensed hours as well as regional and home working.

FINANCIAL BENEFITS

Competitive pay Twining regularly compares our pay rates to the rest of the voluntary sector and our NHS partners in support of our commitment to being in the top 30% of voluntary sector payers.

Pension A contribution matched pension.

Cycle to work/bike loan You can benefit from a tax-free Cycle to Work scheme which means you can get a bike for use mainly for travel to and from work.



| | |
|------------------------|---|
| Job Title: | Employment Specialist – IPS Works North / West London |
| Responsible to: | IPS Team Leader |
| Hours: | 36 hours per week (possibility of part time) |
| Salary: | £25,000 p.a. |

Job Purpose:

We are looking for talented and committed employment specialists to join our successful IPS Works project which provides employment support to people with common mental health problems across 7 West and North London boroughs: Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow.

In this role, you will work across the 7 boroughs to provide support and advice to clients with complex needs, work with them to design progression pathways and ensure they can access the right level of support to get them back into employment or education. At Twining Enterprise, we offer training and development opportunities in order to help you progress within the organization as we grow. We are open to candidates who are looking for part-time work, please outline your preference in your covering letter.

Responsibilities and Duties:

1. Engage people with common mental health problems and establish trusting, collaborative relationships.
2. Ensure eligibility for service, signposting to other services if required.
3. Assess clients' employment support needs; implementing and adjusting employment plans as necessary to support achievement of each client's desired outcomes.
4. Develop and deliver a range of practical services to meet client needs including career guidance, job searching, CV preparation, interview skills, individual coping techniques and work coaching.
5. Understand the complex issues a client may face, recognize holistic support needs and - in conjunction with clinical staff - signpost accordingly.
6. Facilitate access to expert financial advice on welfare benefits and 'access to work' resources.
7. Provide a job brokerage service to support clients to secure employment.
8. Provide ongoing in-work support to employed clients.
9. Promote service to primary care mental health teams to champion employment and facilitate a culture where employment forms part of recovery. Regularly attend clinical team meetings to provide advice and information on employment and IPS.
10. Collaborate with community partners to raise awareness of employment and mental health issues and promote access to the service.
11. Source and maintain up to date information on employment, labour market opportunities and local services, sharing with team members to inform client service.
12. Maintain accurate and up to date records of activity and outcomes in line with service requirements.
13. Effectively manage a caseload of clients; monitoring, reviewing and reporting activity and outcomes in line with service targets and IPS fidelity.
14. Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities.
15. Receive regular supervision and training to meet individual, team and organisational needs.
16. Comply with, and actively promote, all Twining policies and procedures including Equality & Diversity, Safeguarding and Data Protection.
17. Perform any general duties as may be reasonably required.

Attitudes

- A proven track record on meeting outcome targets or outcome driven
- Positive, persistent and resilient
- Empathetic and passionate about supporting people with mental health problems
- Work independently and as a part of a team to make a positive contribution
- Commitment to equal opportunities and diversity
- Open to feedback and actively addresses self-development needs

Essential Skills, Experience, Ability & Knowledge

- Understanding of the support needs of people with common mental health problems in returning to/retaining mainstream employment
- Strong needs assessment and action planning skills
- Excellent interpersonal & communication skills (face to face, by telephone and in writing)
- Confident and professional in engaging with and presenting to a range of stakeholders including employers, teams of health professionals and community groups
- Good organisational and prioritisation skills
- Good administration and IT skills including being competent in record keeping, administration and the main Microsoft Office packages
- Good problem-solving skills
- Ability to travel throughout the local and wider London area
- Willing to work flexibly in response to client need, including occasional out-of-hours

Desirable Knowledge and Experience

- 1 year's experience of delivering Information, Advice and Guidance (IAG) or similar relevant experience
- Experience of delivering advice and support services to both groups and individuals
- Experience of supporting people with mental health needs into employment
- Experience of working effectively with clinical teams
- Knowledge and understanding of the Individual Placement and Support (IPS) Model
- Working knowledge of employment law and the Equality Act 2010
- Knowledge of and commitment to relevant policies, procedures and standards e.g. Health & Safety, Confidentiality (Data Protection), Equality & Diversity and Sustainable Development
- Experience of proactively managing health and work

This role works exclusively on the IPS Works programme and is funded by the Big Lottery Fund and European Social Fund via the Building Better Opportunities programme. It started on March 22nd 2017 and continues until 31st December 2019.



Twining is committed to equality of opportunity in employment and service provision, and opposes all forms of unlawful or unfair discrimination on any grounds, in particular those of disability, race, religion or belief, nationality, ethnic or national origin, age, sex, marital status or sexual orientation.

Twining actively demonstrates this commitment by adopting policies, codes of practice and actions to combat unfair discrimination. Every reasonable step will be taken to ensure that individuals are treated fairly in all aspects of employment/service at Twining, removing any identified practices which unfairly discriminate.

Twining recognises its responsibilities under the following equalities legislation and related Codes of Practice:

- The Equal Pay Act 1970
- Rehabilitation of Offenders Act 1974
- The Sex Discrimination Act 1975 (updated 1986)
- The Race Relations Act 1976 and (Amendment) Regulations 2003 and
- The Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 and Amendments
- The Human Rights Act 1998
- Employment Equality (Religion or Belief) Regulations 2003, (Sexual Orientation) Regulations 2003 and (Age) Regulations 2006
- European Regulations and Directives

Employees/beneficiaries have a duty to co-operate with Twining to ensure that this policy is effective in ensuring equality of opportunity and in preventing discrimination, and should draw the attention of their line manager/supervisor to suspected discriminatory acts or practices or harassment.

Implementation

1. Recruitment and Employment

Equality of opportunity is embedded in employment practices with procedures designed to recruit/retain the best person for the job by:

- a. Producing a clear job description and person specification
- b. Drawing applicants on an open and equitable basis
- c. Ensuring selection procedures focus on the person specification
- d. Ensuring interviewers are adequately trained
- e. Equality of pay and other terms and conditions of employment including application of employment policies
- f. Decisions on promotion based on objective job related criteria
- g. Development opportunities planned around individual needs and work objectives

2. Service Provision

Equality of opportunity is also embedded within service provision with:

- a. Equality-based needs addressed within beneficiary needs' assessment and service planning
- b. Equality in the application of Twining's service and policies
- c. Reporting to relevant stakeholders/funding agencies on service and outcomes in relation to equality

3. Common

- a. Twining policy and issues of equality are actively promoted to staff and beneficiaries
- b. Issues of harassment, discrimination and bullying will be addressed under the organisation's bullying and harassment, complaints, whistle-blowing, grievance, and discipline procedures as appropriate. Acts of retaliation against those who lodge complaints or provide information about acts of discrimination or harassment will be treated as potential gross misconduct.
- c. Procedures exist to actively seek the views of staff and service users
- d. Provision will be made for people of different faiths i.e. variety of food, space for prayer and consideration of flexible working around time off for religious observances
- e. Twining management will monitor and report performance to Trustees and any relevant stakeholders