



This role is funded by the European Social Fund and The National Lottery Community Fund. This project started March 22<sup>nd</sup> 2017 and continues until March 2023.

## SENIOR EMPLOYMENT SPECIALIST BARNET

Are you comfortable working in a fast-paced, results-oriented environment? We are looking for an experienced Full-Time Senior Employment Specialist to join our dynamic and fast-growing team, as part of our individual placement and support services to our clients with mental health problems.

**APPLICATION DEADLINE: 10th October, 11.59PM**

**INTERVIEWS: 18th & 19th October**

### To Apply:

Please email [jobs@twiningenterprise.org.uk](mailto:jobs@twiningenterprise.org.uk) with a tailored copy of your CV and covering letter detailing how you meet the Essential Skills, Experience, Ability & Knowledge section of the Job Description. Please also include the Twining Equalities Monitoring form and add the job reference in the subject box. Only full and complete applications will be considered

For any questions contact Mark Burrett, Service Director on 07961 725410 or visit our website <https://www.twiningenterprise.org.uk/about-us/work-for-us>

# INTRODUCTION TO TWINING ENTERPRISE

## 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 one of London's leading mental health employment charities. We provide life-changing support to 2,000 Londoners with mental health problems a year. Our clients regularly tell us that our support has helped them achieve progress they didn't believe was possible.

## HOW WE WORK

Individual Placement & Support (IPS) is an internationally recognised and evidence-based supported employment intervention. IPS is regarded as the most effective and efficient way of helping people with mental health issues into competitive and sustainable employment.

Twining was the first non-NHS provider to be awarded Centre of Excellence status for its IPS service in Barnet

## WHO WE WORK WITH

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

## OUR FUNDERS AND PARTNERS



<b>Job Title:</b>	Senior Employment Specialist	<b>Location:</b>	Homeworking for now—then Barnet
<b>Responsible to:</b>	IPS Works Service Director	<b>Hours:</b>	36 hours per week
<b>Salary:</b>	£27,000		

## Job Purpose:

To provide an IPS employment service to support to enable people with common mental health problems to progress to and gain and sustain paid employment.

Working in partnership with Barnet IAPT as an integral team member, you will deliver an employment service following the Individual Placement and Support (IPS) model to a caseload of clients. You will be based in Barnet (homeworking during lockdown) and will work with clients on a one to one basis, supporting them with the confidence and practical tools to secure and maintain employment. As a Senior Employment Specialist, you will lead on referral triage and support the Service Manager with local stakeholder management including IAPT and JCP and champion Employer Engagement activities. In the future, in agreement with you and your line manager there may be additional responsibilities including managing or mentoring 1 or 2 Employment Specialists.

## RESPONSIBILITIES AND DUTIES

- 1) Support the project in ensuring effective delivery of contract requirements
- 2) Engage with a caseload of clients with common mental health problems and establish trusting, collaborative relationships to support them into employment in line with contract targets and IPS fidelity.
- 3) Assess clients' employment support needs; implementing and adjusting employment plans as necessary to support each client's desired outcomes.
- 4) Develop and deliver a range of practical services to meet clients' needs including career guidance, job searching, CV preparation, interview skills, individual coping techniques, work coaching, and pre—employability group workshops.
- 5) Understand the complex issues a client may face, recognise 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 ongoing support to employed clients to support them to stay and progress in work.
- 8) Provide stakeholder management of both referral partners, Barnet IAPT and JCP, ensuring Promotion of service to both IAPT & JCP teams. Prepare and submit monthly performance reports and attend monthly IAPT Team meetings.

## **Responsibilities cont.**

- 9) Support the project in ensuring effective delivery of contract requirements
- 10) Collaborate with community partners to raise awareness of employment and mental health issues and promote access to the service.
- 11) Maintain accurate and up to date records of activity and outcomes in line with service requirements.
- 12) Receive regular supervision and training to meet individual, team, and organization's needs.
- 13) Champion employer engagement activity across the team including sourcing and maintaining up to date information on employment, labour market issues and local services, supporting team members to carry out employer engagement and direct engagement with prospective employers to build networks and facilitate employment opportunities.
- 14) Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities.
- 15) Comply with and actively promote all Twining policies and procedures including Equality and Diversity, safeguarding and data protection.
- 16) In agreement with line manager possibility in future to manage or mentoring of Employment Specialists. Line Management would involve regular supervision, caseload review, support, and guidance to ensure effective performance against the contract requirements.

## **Attitudes**

- Positive, professional, and self-motivated
- Dynamic personality, confident engaging with a range of stakeholders to promote the service
- Strong belief in the value of employment in supporting good mental health
- Empathetic and person centred
- Committed to equal opportunities and diversity
- Open to feedback and proactive in addressing self-development needs

## **Skills, Ability & Knowledge**

- Understanding and experience of the support needs of people with severe and enduring mental health problems in returning to/retaining mainstream employment
- Knowledge and experience of working in an NHS setting and good understanding of NHS process and procedure
- Experience of providing effective management, coaching and support to colleagues to promote development and performance improvements
- Experience of working effectively in a target-driven environment
- Strong needs assessment and action planning skills
- Excellent interpersonal & communication skills (face to face, by telephone and in writing)

## **Skills, Ability & Knowledge Cont.**

- Confident presenting to employers, teams of health professionals and other stakeholders
- Good organisational and prioritisation skills
- Competent in accurate record keeping, administration & the main Microsoft Office packages
- Ability to work independently and as a member of a team
- Good problem-solving skills
- Ability to travel throughout Barnet and the wider London area.
- Willing to work flexibly in response client's needs, including occasional out-of-office hours

## **Desirable Knowledge and Experience**

- Experience of working effectively with clinical teams.
- 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

## 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

**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.



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



### 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.



At Twining we are committed to living our values and ensuring that we embed them throughout our work. These values drive our treatment of our staff, clients, partners and stakeholders. We put people's mental wellbeing first, empower them by giving them means to succeed and challenge stigma. We focus on recruiting people who believe in building strong relationships, encourage fairness and speak up when something isn't right.



People first



Seek solutions



Empower others



Act with integrity



Fairness at work



Connect and collaborate

## OUR PEOPLE

### MESSAGE FROM OUR CEO

At Twining, we pride ourselves on being able to offer staff a unique opportunity to grow and develop as people and through their careers through the challenging work we deliver, the exciting phase of growth we are going through and the possibilities for taking on responsibility available in a small organisation. Joining Twining at this time will mean having the opportunity to engage in all these aspects in service of fulfilling your potential as well as to work with a committed and passionate staff group shaping the future of London's "go to"

organisation for mental health and employment and the way in which people with mental health problems find wellbeing through work.



### OUR SENIOR EMPLOYMENT SPECIALIST

"My role is exciting as I meet clients from diverse backgrounds & support them to reach their goals. The uniqueness of our relationship is fabulous as I use a personalised approach for each individual. Twining has its heart in the right place and has the ethical know-how to support its team & clients. To sum up my experience: "We deliver our promise to positively support people with mental health conditions into the labour market in a compassionate, seamless & effective kind of way" - Amina

### OUR EMPLOYMENT ENGAGEMENT MANAGER

"Through my role I support employers who are looking to recruit a diverse workforce and educate themselves around Mental Health. I also run two job clubs weekly in Barnet and Brent where I work directly with the clients, scoping out their employment requirements and presenting the same to the employers. Twining gives me the opportunity to help empower clients and leaves me with a feeling of content & fulfilment when I hear about a client starting employment." - Aniksha





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, other terms & 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