

RECRUITING NOW FOR – SENIOR EMPLOYMENT ADVISORS IN TALKING THERAPIES

JOIN OUR DYNAMIC NEW EMPLOYMENT SUPPORT TEAM WITHIN A THRIVING MENTAL HEALTH CHARITY

WHO WE ARE

We are a leading mental health charity on a mission to support Londoners with mental health challenges find and remain in good employment as part of their mental health recovery journey. We have been changing lives for almost 30 years and we have just secured a large contract, submitted in partnership with Shaw Trust and Smart London, to provide Employment Advisors to support NHS Talking Therapy teams across West London. This is therefore an incredibly exciting time to join a thriving organisation at the beginning of an innovative mental health support service.

THE OPPORTUNITY

We are now inviting suitable candidates to apply for the role of Senior Employment Advisor. We need to swiftly build a team of around 20 Employment Advisors and Senior Employment Advisors, so there are multiple opportunities available to applicants. These roles will be guided and supported by a Service Lead, as well as Twining's established and experienced Senior Leadership Team and Trustees.

THE OFFER

In return we offer a friendly and supportive working environment, flexible working, career development opportunities, a comprehensive training and induction programme, a generous holiday entitlement and competitive financial rewards. We also practice what we preach in terms of creating a positive working environment to support our own employee's wellbeing.

Salary – £37,000

Locations – Ealing, Harrow or Hounslow

Working format – based at NHS Talking Therapy sites, as well as some possibility of working from home

Contract – Full-time and permanent

THE ROLE – SENIOR EMPLOYMENT ADVISORS

Senior Employment Advisors (SEAs) will manage a team of Employment Advisors to provide supervision, training, caseload management, and role modelling best practice approaches to job retention. The SEA will play a pivotal role in managing a high-quality service that meets the exacting standards of our commissioners and delivers positive outcomes for service users.

Providing vision and direction, you will lead the development of our network of relationships, building capacity and ensuring the success of our job retention services across all providers. Making sure our clients receive the best service to meet their needs, you will be comfortable in managing contracts against our agreed service objectives and performance outcomes. Uppermost in your

mind, will be building strong collaborative working relationships in your community with our partners.

This role would ideally suit someone experienced in employment support and managing a small team, however, we will consider applicants with transferable skills from relevant fields (e.g. psychology, counselling, human resources or recruitment).

SENIOR EMPLOYMENT ADVISOR RESPONSIBILITIES AND DUTIES

1. Manage a high performance, quality-driven service. You will be required to lead by example in line with our values, motivate the team and demonstrate best practice principles of delivering a job retention service. This will include managing direct reports and working alongside managers and frontline staff and members of partner/commissioner organisations.
2. Deliver a role with a dual responsibility to clinical partners/therapeutic services and Twining, while complying with Twining's internal procedures and all relationships, both internally and externally.
3. Monitor and manage performance of the Employment Advisors (EAs), carry out monthly 1-2-1 meetings, quarterly performance appraisal reviews, managing the full spectrum of employee relations issues, the wellbeing of your staff and guiding EAs both individually and collectively on the achievement of individual and team performance targets.
4. Manage a small caseload advising and supporting clients to address problems in the workplace to help them return to work, remain in work, or find new employment.
5. Submit accurate, timely monthly reports to the Service Lead and any other management information requested on the performance and delivery of the service.
6. Produce regular monitoring reports for external stakeholders, including commissioners.
7. Create a culture of continuous improvement, taking ownership for problems, adopting forward thinking strategies for improvement in everything we do and take the lead on making change happen.
8. Identify barriers for service excellence and work with internal and external stakeholders to implement solutions to ensure a high-performance service.
9. Identify, devise and lead on the training needs of staff and arrange appropriate training to support with continuous professional development.
10. Support the design and delivery of in-house staff training and development (including facilitating peer learning and best practice).
11. Lead on presentations, network meetings, site meetings or any other people-facing activity required of the service.
12. Coordinate the work of EAs to build relationships with local employers to access the hidden labour market, external agencies and delivery of job seeking groups.
13. Provide solution focused monthly supervisions and case management for each EA as well as those with other providers/partners.
14. Guide, mentor and coach the EA team to deliver on objectives that will assist in helping a programme participant to return to work and decrease the likelihood of further absence in the future.
15. Ensure that client satisfaction is a high priority in everything we do and facilitate a range of opportunities for them to feedback on the service whether through surveys, interviews or other platforms and use the information gained to review and develop the service.

16. Involve service users in co-production of service developments where possible.
17. Meet with line managers from partner organisations to discuss and agree priorities and work plans.
18. Attend network meetings, or other partnership working and team meetings, as appropriate.
19. Develop relationships with local employers in order to promote good practice approaches to managing mental or physical health in the workplace.
20. Develop relationships with a range of external agencies that help individuals to achieve their employment goals.
21. Perform other tasks as required by your manager.

The role holder must also:

1. Pass a Disclosure and Barring Service (DBS) check at an Enhanced level.
2. Possess excellent IT skills, including familiarity with Microsoft Office software, as well as experience updating and maintaining databases.
3. Maintain accurate and up to date records of activity and outcomes in line with service performance requirements, ensuring the IT database is up to date and paperwork compliant.
4. Receive regular supervision and training to meet individual, team and organization's needs.
5. Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities.
6. Comply with and actively promote all Twining policies and procedures including Equality and Diversity, Safeguarding, Data Protection and the Health and Safety at Work Act 1974.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager.

The role will receive comprehensive training at induction, and ongoing career development and support as part of a structured performance programme thereafter.

HOW TO APPLY

Please email jobs@twiningenterprise.org.uk with:

- an up-to-date and tailored copy of your CV;
- a covering letter stating how you feel your skills and experience meet the role description provided. Where possible, please provide clear examples to demonstrate your experience. We will not accept generic cover letters.
- please also state if you have a strong location preference for either Ealing, Harrow or Hounslow.

The deadline for applications is: On-going. We will interview candidates as soon as suitable applications are received.