

## **RECRUITING NOW FOR – 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 Employment Advisor. We need to swiftly build a team of around 20, so there are multiple opportunities available to applicants. This new team will be guided and supported by Senior Employment Advisors and 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 – £29,432 – £32,760**

**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 – EMPLOYMENT ADVISORS**

The new Employment Advisors (EAs) will work within the West London NHS Talking Therapies provision. They will work one-to-one with a caseload of clients referred by NHS Talking Therapies therapists to find employment, remain in existing work if they are struggling, improve their working environment, return to work following sickness or positively leave or retire from work.

You will primarily fulfil these duties by providing information, as well as advice and guidance to clients who choose to receive employment support. The work should empower clients to make better decisions about their working lives, as well as communicate better with colleagues and managers in existing roles. You will also signpost clients to other relevant support agencies, as appropriate.

This role would suit someone with a background in employment support, psychology, counselling, human resources or recruitment.

#### **EMPLOYMENT ADVISOR RESPONSIBILITIES AND DUTIES**

1. Engage a mixed caseload of clients at any given time serving 100-125 per year, with common mental health problems, to establish trusting, collaborative relationships to support them to find new employment or support them in, or to leave, existing employment. Support will be provided face-to-face in Talking Therapies settings, via secure online meeting platforms or over the telephone.
2. Along with their NHS clinician, assess clients' support needs with a view to creating, implementing, and adjusting a personalised action plan to help improve clients' mental health and achieve their stated employment goals.
3. Develop and deliver a range of practical services to support clients to find work, including career guidance, job searching skills, CV preparation, application form completion, interview skills, advice on local labour market opportunities and advice on education and training to further their career.
4. Provide guidance to support clients to stay in existing work, including advice on mental health disclosure, negotiating reasonable adjustments to existing workplaces, creating wellness action plans, and improving productivity, support to return to work after sickness absence or to leave an existing role with dignity, and signpost clients to organisations that can represent them (EAs should only look to represent clients in exceptional circumstances).
5. Facilitate access to other advice in areas such as financial benefits, debt management, food banks and community food outlets and social housing providers, as necessary.
6. Work directly with partners like Jobcentre Plus, other employment providers, employers, trade unions and employment agencies to support clients to stay in employment and secure employment opportunities.
7. Build a constant flow of referrals from the clinical team to ensure a dynamic and mixed caseload.
8. Meet referral and performance targets in line with the specific KPI / SLA requirements of the service.
9. Regularly attend team and other meetings as reasonably expected.
10. Maintain accurate and up to date records of activity and outcomes in line with service requirements, ensuring the IT database is up to date and paperwork compliant.
11. Update and maintain NHS database (IAPTUS).
12. Receive regular supervision and training to meet individual, team and organization's needs.
13. Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities.
14. Comply with and actively promote all Twining policies and procedures including Equality and Diversity, safeguarding and data protection.
15. 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](mailto: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.