



Employment Specialist

(Salary as advertised)

West London

37.5 hours per week

Permanent

1. Main purpose of the role

The overall aim of the service is to support unemployed people with drug and alcohol addictions, or those who have had past drug and alcohol issues, into paid and sustainable employment.

Our Employment Specialists will be required to manage an active caseload of up to 25 people at any time and deliver the evidence-based Individual Placement and Support model for which full training will be provided. You will work directly with a range of partners, stakeholders and employers to get over 40 people back into work annually.

Service users will be supported for up to nine months, with an additional four months of in-work support.

Key responsibilities:

- ▶ Be fully integrated in treatment services with strong and effective working relationships.
- ▶ Raise the profile of employment outcomes internally and externally.
- ▶ Promote and pro-actively seek referrals for the service through the teams and referral partners.
- ▶ Create and develop relationships with local and national employers with a focus on the hidden job market.
- ▶ Ensuring rapid job search within four weeks of initial meeting, in line with service users' strengths and preferences.
- ▶ Provide wrap-around support for service users and employers.
- ▶ Provide advice and guidance on healthy lifestyles and benefits entitlements.

The service will be delivered across eight boroughs within west London: Barnet, Brent, Harrow, Hillingdon, Ealing, Hounslow, Kensington & Chelsea and Westminster.

This post will require regular travel to all of these boroughs and cover to be provided where needed. This is integral to the role.

The post holder will work 37.5 hours per week and organise working time with flexibility as it will require some working out-of-office hours to meet the needs of, individuals and employers.



Our Values

Entrepreneurial ▶ In Partnership ▶ Community Focused ▶ Strong Belief in Service Users

www.wdp.org.uk

2. Reporting and working relationships

<p>Reporting relationships:</p> <ul style="list-style-type: none"> ▶ Reports to the Employment Team Manager or Senior Employment Specialist 	
<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Partner agencies ▶ Employers ▶ Treatment teams ▶ Stakeholders ▶ Service users 	

3. Role-specific responsibilities

<p>3.1</p>	<p>Support individuals into sustainable paid employment</p> <ul style="list-style-type: none"> ▶ Prepare individuals for employment by assessing each person’s individual employment needs through vocational profiling, and then actively support them to achieve their employment goals, in partnership with wider staff teams and clinicians. ▶ Complete rapid job searches with individuals and upskill them to ensure they have the right CV, cover letters and support to apply for work. ▶ Provide support and guidance on benefits entitlements, managing health conditions, housing, gaining IDs, and any reasonable adjustments that should be considered.
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	<ul style="list-style-type: none"> ▶ Where appropriate, offer full support with disclosure, organise criminal checks, advise on regulated and unregulated industries, types of checks and link with sympathetic employers. ▶ Provide comprehensive wrap-around support including in-work support such as interview attire, travel to work, applications for in work benefits, and budgeting information. ▶ Organise job development opportunities including placements and work trials.
3.2	<p>Promotion and enhancing the profile of the service</p> <ul style="list-style-type: none"> ▶ Proactively seek referrals from treatment teams and job centres, NHS bodies, C Services (e.g social workers, care leavers, housing), probation and rehabilitation services. ▶ Raise expectations around the ability of individuals gaining paid employment with staff and clinical teams. ▶ Engage a range of employers based on individuals’ preferences for employment. ▶ Contribute to a promotional and marketing strategy to raise the profile of the programme with referrers, providers and key stakeholders.
3.3	<p>Employer engagement and partners</p> <ul style="list-style-type: none"> ▶ To actively seek and build relationships with an employer network to broker paid roles. ▶ To provide education and awareness to employers. ▶ Create and build extensive job vacancy opportunities with an emphasis on the hidden job market. ▶ Build working relationships to support retention with ongoing contact and, where necessary, negotiate reasonable adjustments. ▶ Work closely with other providers to gain outcomes, including ETE providers, community mental health teams, children’s centres, and voluntary and community sector organisations.
3.4	<p>Outcome monitoring and performance</p> <ul style="list-style-type: none"> ▶ Maintain and ensure accurate record keeping of all aspects of the contract. ▶ Complete and record outcome and evaluation paperwork in a timely manner. ▶ Meet agreed targets and milestones for the service. ▶ Timely submission of monthly and quarterly reports.
3.5	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team. ▶ To participate constructively and positively in staff and other meetings, to promote and support communication channels within the organisation. ▶ To comply with WDP’s policies and procedures.

	<ul style="list-style-type: none"> ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others, as applicable. ▶ To comply with Infection Prevention and Control policies. ▶ To observe professional integrity in relationships with all stakeholders. ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
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4. WDP’s commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>

5. Your commitment to WDP

5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
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5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification

E/D Measured by

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1. Education, knowledge and experience		E/D	Measured by
1.1	An understanding of the employment needs and difficulties of people who experience substance dependency and related barriers to employment.	E	A/I
1.2	At least two years' experience of supporting disadvantaged groups into paid employment.	D	A/I
1.3	Educated to degree level, or with equivalent work experience.	E	A/I
1.4	Proven ability to develop effective relationships with various stakeholders, to create effective pathways for disadvantaged service user groups.	E	A/I
1.5	Evidence and experience of outcome monitoring and evaluation.	E	A/I
1.6	An ability to provide advice and support to keyworkers and clinicians in relation to the training and employment needs of their service users.	E	A/I
1.7	Understanding of the principles and practices of supported employment.	E	A/I
1.8	Experience of writing and presenting reports.	E	A/I
1.9	Relevant qualifications or equivalent training and/or experience.	E	A/I
2. Abilities and skills		E/D	Measured by
2.1	Excellent written and verbal communication skills.	E	A/I
2.2	Ability to maintain accurate record keeping and reports.	E	A/I
2.3	A proactive work ethic, with an ability to work on own initiative and keep to agreed deadlines under pressure.	E	A/I
2.4	Experience of using Microsoft Word, Excel, Access, Outlook and Internet Explorer.	E	A/I

2.5	Ability to communicate effectively with service users, colleagues, employers and funders.	E	A/I
2.6	Strong marketing, presentation and negotiation skills, allied to a persuasive style.	E	A/I
2.7	Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	A/I
2.8	Demonstrable ability to work closely with and manage relationships with a wide range of internal stakeholders and colleagues.	E	A/I
3. Working within WDP's framework of commitments to employees			
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills, and to contribute to and oversee (where relevant) the learning of others.	E	A/I
4. Key competencies			
4.1	Excellent communication skills.	E	A/I
4.2	Strong team work skills.	E	A/I
4.3	Be proactive and a self-starter.	E	A/I
5. Equality, diversity, vision, mission and values			
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I

5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
6.	Circumstances				
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours.	E	A/I		
6.2	A flexible approach to managing your workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.1	14.06.2018	RO	GH	
	1.2	06.09.2018	RO	HR	