

JOB DESCRIPTION

Job Title:	Employment Specialist
Directorate:	Client Services
Location:	Dependent on Service
Reporting to:	Senior Employment Specialist
Responsible for:	N/A

PURPOSE OF THE JOB

As an Employment Specialist, you will be responsible for the employment support of a caseload of clients, working closely alongside outreach, assessment and housing support colleagues. Support will be delivered following the Individual, Placement and Support (IPS) model, tailored to a housing and homelessness setting. This includes undertaking a vocational assessment, providing work coaching, brokering jobs with employers and providing in-work support.

KEY RESPONSIBILITIES

- Prepare clients for employment through a vocational assessment of each individual's strengths and employment needs and then actively support them to achieve their employment goals.
- Promote the benefits of gaining and sustaining employment within St Mungo's services and with referring partners, and raise expectations around the ability of clients to access paid employment.
- Work closely with keyworkers and others involved in the support of the client to ensure that clients receive appropriate support from everyone involved in their care during the return to work process.
- Broker relationships and jobs with employers to enable clients to secure employment.
- Provide advice and support to employers, as agreed with the individual, which may include negotiating adjustments and on-going contact with supervisors to ensure job retention.
- Meet all internal and contractual requirements in terms of recording and reporting.
- Work flexibly on occasion as required by clients and employers, which may require some working out of normal office hours.

1. CLIENT SUPPORT

- Complete a vocational assessment to support each client to define their job goals and ensure the support offered is tailored to this, taking full account of individual interests, strengths and needs.
- Deliver employment support to meet clients' needs including career guidance, job searching, CV preparation, interview skills, individual coping techniques as well as wider confidence building support.
- Provide back-to-work benefit calculations and facilitate access to financial advice where needed.
- Organise and facilitate employment-focused group activities to further motivate and encourage e.g. visits to employers or motivational speakers
- Build effective working relationships with local employers and training providers to secure employment opportunities, including ensuring the service is focused on accessing the 'hidden' labour market.
- Provide ongoing in-work support according to both the employee's and employer's to enable clients to sustain their job, which may include negotiating adjustments and on-going contact with supervisors
- Provide a follow-up service to clients who drop out of the service or training/work activities, with the aim of re-engaging them with the project.

2. SERVICE DEVELOPMENT

- Source and maintain up-to-date and accurate information about employers, training opportunities and local services for clients, contributing to the shared database across the team.
- Work with colleagues on ideas and proposals for developing employment support at St Mungo's, helping to identify potential new partnerships and resources.
- Assist with publicising St Mungo's employment services both internally and external.
- Ensure clients views and ideas are central to the development of the service.
- Promote the benefits of employment to St Mungo's service staff and other referring agencies, raising expectations around the ability of clients to attain paid work.
- Keep abreast of changing practice in supported employment.

3. MONITORING AND EVALUATION

- Ensure that all casework is recorded in line with contractual and organisational standards.
- Ensure that information required for funding or internal requirements is gathered, recorded and kept up to date, and appropriate databases are used.
- Prepare monitoring and evaluation reports when required, and contribute to the team's annual report.

- Contribute information for internal and external stakeholders, and for funding bids.
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

4. GENERAL

- Receive regular supervision and training to meet individual, team and organisational needs.
- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Employment Specialist

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Experience of brokering job opportunities for clients who have experienced homelessness or other associated barriers
2. Experience of carrying out comprehensive assessment of clients' employment and support needs
3. Experience of developing relationships with a range of stakeholders to increase client opportunities, for example with training providers or employers

Skills, Knowledge and Abilities

4. Ability to support clients and employers when a client's job is at risk
5. Ability to provide advice and support to keyworkers, employers and others involved in the support of a client in relation to employment

The below criteria will be tested at different stages of the recruitment process, and throughout induction and training if you are successful

6. An understanding of the barriers that clients with experience of homelessness and other associated barriers face in accessing employment
7. Ability to demonstrate a high level of perseverance, being committed to seeing plans through to completion with agreed timescales.
8. Good verbal and written communication skills, able to tailor proficiently to a range of audiences.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<input type="checkbox"/> Is client and customer focused. <input type="checkbox"/> Is open to new ideas, improvement and change. <input type="checkbox"/> Handles situations and problems with innovation and creativity. <input type="checkbox"/> Shows commercial and financial awareness.
Interacting and Influencing	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership. <input type="checkbox"/> Shows self-awareness. <input type="checkbox"/> Works well with other people. <input type="checkbox"/> Collaborates and networks effectively internally and externally. <input type="checkbox"/> Shows sound communication and influencing skills.
Understanding and Doing	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements. <input type="checkbox"/> Able to think strategically. <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. <input type="checkbox"/> Has good writing skills at the level required for the job. <input type="checkbox"/> Plans, organises and manages time well. <input type="checkbox"/> Demonstrates compliance and accountability.
Involving and Including	<input type="checkbox"/> Builds client/stakeholder involvement into all activities. <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop. <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<input type="checkbox"/> Builds a high performing team. <input type="checkbox"/> Provides staff with clear direction and support. <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team. <input type="checkbox"/> Manages the operational aspects of their function efficiently. <input type="checkbox"/> Implements plans, strategies and services effectively. <input type="checkbox"/> Actively contributes to service growth.