

Job Description



Job Title: Our Newham Work Advisor (Supported Employment) IPSPC	Service Area: Community Wealth Building (Our Newham Work)	
Directorate: Inclusive Economy and Housing	Post Number: 36579, 36577	Evaluation Number: 6932
Grade: PO1	Date last updated: 22.07.2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Background

Newham Community Wealth Building

Newham has launched its Community Wealth Building strategy, underpinned by the principles of economic, social and environmental justice; so that long-term prosperity, wellbeing and fairness for all our residents in the Borough is achieved.

As well as attracting growth and investment into the borough, the Council's Community Wealth Building (CWB) strategy will help unleash the potential of residents, businesses and the voluntary sector because they are the source of wealth and talent that will drive a fairer and more prosperous Newham.

The CWB strategy will help the Council tackle injustices residents face with an unrelenting focus on poverty in the Borough, as well as addressing racial and gendered disparities that exists.

The introduction of **Towards a Better Newham: Recovery and Reorientation Strategy** places the health, happiness and wellbeing of residents as central to our aspirations for Newham

Our Newham Work

Our Newham Work is Newham Council's employment brokerage programme, designed to support local residents into training and employment to enhance economic wellbeing, good health and

workplace dignity and to build a network of employers to secure employment opportunities. Our Newham Work is Newham Council's Community Wealth Building hub, providing outreach and access for all residents, linking them to opportunities in a more locally focused, mutually beneficial economy.

As a member of Our Newham Work team, your role is to support the delivery of the Council's vision to improve the wellbeing of local residents. You will be working in partnership with people with disabilities and with social and health care needs, local employers and training agencies to support residents to overcome barriers to economic participation and training, inspiring them to achieve further education, training, high skilled and good quality employment or business entrepreneurship.

The aspirations of Our Newham Work are to:

- make better use of existing resources and infrastructure to support the personal economic journey of local residents;
- put residents into secure, skilled, well paid careers;
- drive forward the post Covid 19 approach to supporting businesses and self-employed residents;
- improve links between health services and economic opportunity;
- support the health, happiness and wellbeing of residents
- improve partnership with the voluntary sector to support Community Wealth Building.

Newham is committed to inclusion and providing services which are accessible and responsive to individual needs and to working in co-production with customers to ensure effective services and to enhance residents' workplace dignity.

Overall Purpose of Job

You will manage a caseload of clients of people in structured treatment for drug and/ or alcohol use to assist them in securing sustainable paid employment in line with their preferences. You will deliver the Individual Placement and Support in Primary Care (IPSPC) approach (for which training will be given); providing person centred advice and guidance to clients, whilst building positive relationships with local employers to enable clients to move into suitable employment.

You will work as part of a community drug and alcohol treatment service, maintaining positive and integrated relationships, fostering a holistic approach to recovery through employment.

Duties and Responsibilities

- Manage a caseload of around 25 clients in structured treatment who are motivated to start/return to work.
- Deliver the Individual Placement and Support (IPSPC) approach for which training will be given.
- Meet and support clients to understand their key skills, aspirations and goals through completing a Vocational Profile and produce an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, interview techniques and career development.
- Assess client support needs related to work which may include benefits/welfare advice, disclosure of mental health symptoms etc, and provide support & guidance.
- Attend weekly clinical team meetings as an embedded IPSPC practitioner.
- Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.
- Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
- Build relationships with colleagues in clinical teams to engage and generate referrals and create collaborative working partnerships with clinical staff (promoting employment as a positive intervention in the recovery journey).

- Once employment has been secured continue to provide quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.
- To keep the service's web based employment opportunities up to date and to ensure the same is publicised, using other social media tools to promote job opportunities.
- To work in a co-ordinated and joined up way with other officers, Council services and external services, to help improve clients' employability and wellbeing.

Job Context

1. The post holder reports to the Teams Manager
2. The post holder does not have any line management responsibility.
3. The post holder has no budget responsibility
4. The post holder may be required to work occasional evenings and weekends in order to work with clients
5. The post holder will be expected to work to challenging job outcome targets throughout the contract term.
6. The post holder may be required to work with other residents than listed above subject to service requirements.
7. The postholder may be required to work from home according to the needs of the service.
8. The postholder may be required to travel to different Newham-based venues to deliver the service and to attend meetings both within and externally to the Borough.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Relationship management

To closely manage a caseload of residents in structured treatment for substance use, This will involve in-depth assessment and identifying solutions to barriers which may prevent them from securing and sustaining education, training or employment.

Establish positive and integrated relationships with clinical teams, employers and other service providers. This includes:

1. To build and maintain employer relationships and maintain employer engagement database.
2. Arrange regular meetings with clients to monitor and review progress pre and post-employment.
3. Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
4. To ensure individual clients make the most of all job search tools available by promoting independent job search using the Council's own website, Internet, newspapers, agencies and social media to enable and motivate individuals to actively seek work and/or training opportunities to increase self-dignity and self-engagement.
5. Perform job coaching duties for jobseekers; act as a positive role model to jobseekers and employers, modelling appropriate work skills, behaviour and social interaction.
6. To employ tact, diplomacy and sensitivity to assist and support residents to work positively towards gaining access to work, training or education. This will involve motivating and encouraging job seekers to gain confidence to make phone calls, attend events, manage their

time positively, use IT, send emails, organise appointments and attend meetings and /or training.

7. To proactively seek out and engage with employers to become Disability Confident and enable them to employ people with health and social care needs and sustain their employment and negotiating adjustments and on going contact with employer to ensure job retention.
8. To actively work with local residents to match their skills, experience and aspirations to the vacancies identified and to support candidates in applying for the role and for interview.
9. To identify, share and promote opportunities which support the health, wellbeing and happiness of residents. To develop partnerships with local mental health services: CMHT's, charities etc to encourage referrals and implement effective IPS working practices.
10. To obtain feedback from employers on the performance of candidates at the different stages of the recruitment process, and to provide feedback to the candidate, in a diplomatic and sensitive way, if unsuccessful, making suggestions for improvement and any solutions or training to support the candidate's continued development.
11. To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for the organisation
12. Work with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the work place – this can include exploring 'job carving' i.e. carving small slices of work from the duties other staff do not have time to do.
13. To develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals. This may include local colleges and training providers.

Other:

- To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework.
- To work independently, reliably and deliver consistently to deliver effective IPS practice.
- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation.
- To co-produce service development with service users where possible.
- To collect employment recovery stories from people accessing the service.
- Ensure that all relevant policies are implemented such as information governance, safeguarding etc.
- Partake in continuous learning about substance use and mental health conditions, their impact and how they can be managed and undertake mandatory training as required.
- Work flexible hours as required.

Stakeholders:

Senior Employment Specialist, service managers, clinical teams, user groups, training and employment schemes, local colleges, local employers, and partner agencies (e.g. mental health, criminal justice, housing and homelessness).

General/Professional

1. To keep your line manager up to date with progress against targets and any issues
2. To manage own diary and the expectations of individual residents and employers, ensuring that conflicting priorities are identified and managed in a way that promotes and supports the professional standards of the service.
3. To work effectively as part of a team, providing cover to colleagues as appropriate. Flexibility and adaptability to a constantly changing work flow is essential.

4. To attend meetings, representing Workplace both internally and externally
5. To ensure that the work carried out is in accordance with the required Council's standards, General Data Protection Regulations, legal requirements, and Council's objectives.
6. To make effective use of ICT systems and processes to develop and provide monitoring information to enable effective performance management to take place
7. To ensure all data gathered is inputted into operational systems to enable monitoring of performance of Workplace against Key Performance Indicators and for reporting progress to Elected Members.
8. To actively participate in team meetings and your own continuous professional development, identifying suitable development opportunities with your line manager.
9. To undertake general administrative work for all the above.
10. To consistently promote and apply the Council's Human Resources Standards and Equalities Standards and to ensure that this is demonstrated and maintained throughout all areas of responsibility.
11. To undertake any other duties which may be reasonably required and within the capability of the postholder.

Personal Specification

Job Title: Our Newham Work Employment Advisor	Service Area: Community Wealth Building (Our Newham Work)	
Directorate: Inclusive Economy and Housing	Post Number:	Evaluation Number:
Grade: PO1	Date last updated: 21.07.2021	
IMPORTANT INFORMATION FOR APPLICANTS The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.		
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.		
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.		

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: <ol style="list-style-type: none"> Understanding of the key issues facing the recruitment industry, including skills shortages and training methods. Detailed or specialist knowledge of the recruitment needs of at least one business sector relevant in Newham. Knowledge of the recruitment processes required by a range of employers. Understanding of the barriers faced by disadvantaged groups in accessing employment, and ways in which these can be addressed and overcome Working knowledge of Welfare Benefits and In-Work Benefits systems and how these affect unemployed people returning to work Vocational assessment and profiling skills Demonstrate a working knowledge and commitment to diversity and equality in the workplace. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Application Form/Interview</p>
EXPERIENCE: <ol style="list-style-type: none"> Experience or understanding of working with people with substance use support needs, or similar client group within health, social services or the voluntary sector Personal lived experience of recovery 	<p>Application Form/Interview</p> <p>(Desirable)</p>

3. Experience of working with someone on a one-to one basis 4. Experience of working on employment and training initiatives with multi-agency partners. 5. Experience of working with residents including, those that are disadvantaged in the labour market and face barriers to employment. 6. Knowledge of the principles and practices of IPS and effective implementation, to secure competitive employment. 7. Experience of assessing and matching candidates to vacancies. 8. Experience of, and a commitment to, working within Equal Opportunities objectives relating to employment and service delivery. 9. Experience of delivering work in a target and deadline driven environment and training in a systematic 10. Experience of providing advice and support on a range of employment and worklessness issues. 11. Experience of service user's needs with regard to supported employment and a commitment to meeting those needs, and developing employment opportunities. 12. Experience of outreach and/or community engagement work in multiracial urban communities. 13. Experience of supporting and embedding a strong performance management culture with team members.	Application Form/Interview Application Form/Interview Application Form/Interview Application Form and Interview Application Form and Interview Application Form and Interview Application Form and Interview
QUALIFICATIONS: Educated to a degree level or equivalent experience.	<u>Desirable</u> <ul style="list-style-type: none"> • Trained in IPS approach • Level3 Diploma in Employability services sector qualification • QCF in Advice and Guidance (Level 3)
SKILLS AND ABILITIES: 1. An ability to work effectively with employers and external organisations on partnership projects across organisational boundaries and to strict deadlines. 2. Able to demonstrate a range of excellent verbal communications skills including an ability to communicate empathetically with residents and to negotiate with diplomacy in a range of settings at senior levels. 3. Excellent written communication skills including the ability to market and promote the service to a range of audiences in a range of settings. 4. Able to demonstrate strong team and partnership skills. 5. Ability to ensure that performance standards are effectively monitored and used to drive service improvement. 6. Ability to plan and manage own time and work load, assessing competing demands and identifying priorities for action in consultation with the team leader. 7. Excellent skills in the use of information technology including database, word processing, e-mail and internet use	Application Form and Interview Application Form and Interview Application Form/Test/ Interview Application Form and Interview Application Form and Interview Application Form/Test/ Interview Application Form/Test/ Interview
PERSONAL STYLE AND BEHAVIOUR: 1. To use a high degree of personal initiative within a defined framework 2. Demonstrate a professional approach which generates credibility and confidence amongst Members, Officers,	Application Form and Interview Application Form/Test/ Interview

<p>external partners and all other stakeholders.</p> <p>3. Demonstrate creativity, initiative, diplomacy, resourcefulness and resilience, in a demanding and fast-paced environment.</p> <p>4. Able to demonstrate behaviours which embrace the Council's Values of engaging our community, providing high quality service, focusing on achieving outcomes, working with integrity and honesty and valuing colleagues and their performance.</p>	<p>Application Form/Test/ Interview</p> <p>Application Form and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>1. This post is subject to an enhanced DBS check</p> <p>2. Able to work flexibly with some requirement to work evenings and/or weekends</p> <p>3. Ability to work remotely at home</p> <p>4. Ability to work across a number of venues/offices within Newham</p>	<p>Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p>