

Job Role Employability Consultant

Reporting To Employability Team Manager

Job Type Full time, 3 year fixed term

Location Stein Centre, St Catherine’s Hospital, Birkenhead, Merseyside CH42 0LQ with requirement for local & national travel

Salary £29,565.51, plus benefits

Hours Monday to Friday - 37.5 hours per week

**Background Information**

In 2010, The Poppy Factory launched the community based Individual Placement and Support (IPS) service supporting ex-armed forces personnel with physical and/or mental health challenges into competitive employment throughout England, Wales and NI. We currently provide bespoke support to over 300 veterans per year in addition to the ongoing support offered once they have started work.

This is an excellent opportunity to join The Poppy Factory at an exciting period of service expansion supporting veterans within an embedded NHS setting in the NW of England for a 3 year pilot project in collaboration with the University of Nottingham. It is funded by The Forces In Mind Trust (FiMT), a £35 million funding scheme run by the FiMT using an endowment awarded by The National Lottery Community Fund. We hope you are inspired to join us in our important and exciting work to create a world in which every workplace values and recognises the vast range of transferable skills that veterans can bring to an organisation.

The Poppy Factory is an independent charity which was founded in 1922 with the object of providing paid employment opportunities for wounded, injured and sick ex-Servicemen and women. A factory was established in Richmond, Surrey to make poppies and other commemorative items to achieve this purpose. These products are sold under special arrangement to The Royal British Legion.

**Purpose of the Role**

To work collaboratively during this pilot to embed a new service supporting Veterans facing physical and/or mental health impairments in the Wirral area. Working closely with their associated NHS clinical teams to provide employability information, advice and guidance in order to assist the veteran to secure and retain paid, sustainable, and meaningful employment.

To provide robust case management & job starts incorporating regular reviews of client progress and adjusting plans as needed.

To ensure long term follow through with clients and employers, to optimise and evaluate client progress in order to achieve individual and team performance targets.

To engage with a range of local NHS and system wide partners to develop and maintain effective relationships in this area to ensure the success of this funded 3 year pilot. This will include travel to local GP practices, community hubs and NHS Hospitals in the area.

To ensure collation of caseload and project data and work with the University of Nottingham on the pilot evaluation.

To identify case studies and work with The Poppy Factory media and communications team to promote the work and impact of the service at individual level.

To positively support the dissemination of the findings & outcomes of this project.

**Principal Responsibilities**

* Work with the Team Manager to implement this new service & outreach to new referral partners to promote The Poppy Factory employability service and current outcome data
* Manage a diverse caseload of clients with physical and/or health barriers to employment, providing a professional employability, job matching and career management service.
* Establish trusting, collaborative relationships with diverse clients with mental and physical health problems and understand the issues a client may face recognising their holistic support needs.
* Provide information, advice and guidance to clients on key knowledge areas including; CVs, Job Searching, Interview Skills coaching and Training/Education, to enhance current and future employability.
* Use labour market information and client data to research and build relationships with employers in the Wirral region, creating employment opportunities appropriate to the needs of the client base and educating employers.
* Job match clients with vacancies and opportunities.
* Carry out detailed job analysis to understand and guide on reasonable adjustments, on-boarding arrangements or training and development, as needed to maximise the likelihood of successful and sustainable employment.
* Effectively involve Industry Insight Volunteers within case management to provide additional or complementary intervention, according to client need.
* Provide professional In-Work Support to clients and employers, demonstrating high levels of ‘customer’ sensitivity and responsiveness, and ensuring client training and development goals are achieved
* Where necessary, proactively refer and/or signpost clients to other relevant support agencies.
* Attend recruitment fairs, and other client contact or networking opportunities to promote the service and encourage appropriate client referrals.
* Maintain case notes and other electronic files and customer records to a required within the Poppy Factory’s internal case management system to a required, high standard to ensure the customer journey is documented in accordance with quality standards.

Please note this list is not exhaustive and will evolve with the role and the growth of the employability service.

**Person Specification**

***Essential Skills & Qualities:***

* Experience of working to IPS principles in the context of employability
* Career Development & Guidance (IAG) Level 6 or equivalent
* Coaching and motivational skills
* Previous Supported Employment or Vocational Rehabilitation experience gained in a private, public sector, or not-for-profit environment
* Experience of employment support for people with disabilities (physical or mental health)
* Evidence of working across diverse employment populations
* Excellent knowledge and understanding of recruitment practices, with proven ability to coach Clients in application skills and interview techniques.
* Excellent case management skills to deliver a quality service
* Well organised, structured and self-disciplined, with excellent prioritisation skills, the ability to work with limited supervision and on one’s own initiative, but within a whole team approach.
* Confident, articulate communicator both spoken and written with very strong interpersonal skills and capacity for empathy
* Demonstrable and effective networking and relationship management skills.
* High level of personal resilience, adaptable and flexible with the ability to deal effectively with potentially stressful or pressured situations
* Competent in the use of IT including Microsoft Office applications
* Ability to both work from home and travel extensively (within the designated region and to team meetings and head office as required) on a flexible basis
* Positive attitude with a commitment to delivering a high quality service

***Desirable Skills & Qualities:***

* Experience of previous base and field-based working and an understanding of how to manage this effectively
* Project Management experience
* Knowledge and experience of how clinical support works and working across teams to support the individual within the IPS model
* Knowledge and experience of implementing a new service
* Knowledge and experience of key legislation as it relates to this type of service and role (e.g. Data Protection, Equality Act 2010)
* Knowledge and experience of adult safeguarding requirements and practices
* Knowledge of HM Armed Forces
* Experience of the charity sector

**Special Requirements**

1. The post involves regular travel. It is a requirement of employment that the post-holder must possess a full driving licence and their own (or access to a) car suitable for business use.
2. The post requires an enhanced disclosure (DBS) check
3. The post requires active engagement in clinical supervision to ensure pastoral care
4. The post requires regular caseload supervision with Line Manager
5. IT skills proficient in the use of Microsoft Word, Excel and Outlook

**How to apply**

To apply for this position please prepare your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification as set out above, and submit via the online application process. You may address your covering letter to Sarah Casemore, Director of Operations.

The closing date is midnight on Monday 22 April 2019.

For an informal conversation about the role, please contact Sarah Casemore on 07785 667 871 (no agencies please).

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers equitable terms & conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** Unless otherwise stated, contracts are normally offered on a full time basis, 37.5 hours a week, Monday to Friday.

**Location:** The Poppy Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR (or home based if applicable).

**Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

**Pension:** on completion of three months service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 1% employer and 1% employee (via salary sacrifice). Staff may choose to increase their contribution rate to either 2.5% or 5%. The Poppy Factory will contribute double the rate i.e. 5% or 10% respectively.

**Annual Leave:** Full time staff entitlement is 24 days per year with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service (i.e. to a maximum of 28 days) plus 1 day in lieu of Armistice Day plus public holidays.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to five days paid leave to support their reservist activities.

**Life Cover:** Life insurance cover of 3x annual salary.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

**Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).

**My Work/Life Benefits:** Childcare vouchers scheme (via salary sacrifice), cycle to work scheme, and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your covering letter if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer.