JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Supported Employment Specialist
- Post Number: P27111
- Grade and SCP: Grade 7, SCP 12–17
- Directorate: People

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Connect to Work team within Enable, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire by supporting individuals to secure and maintain employment.

Enable provides employment support to people who experience barriers to work. The Connect to Work team delivers Supported Employment in line with the Individual Placement and Support (IPS) or Supported Employment Quality Framework (SEQF) model, as appropriate.

Overview of your role

You will manage a caseload of clients who experience barriers to employment and support them to secure sustainable paid employment in line with their preferences. You will provide person-centred advice and guidance, build positive relationships with local employers and work collaboratively with referral teams to provide integrated support.

Who will your manager be and what will you be responsible for?

The postholder will be responsible for delivering high-quality Supported Employment support, maintaining an active caseload and contributing to service outcomes and continuous improvement.

You will be:

- reporting to a Senior Supported Employment Specialist, who is in turn responsible for your health and safety, training and development.
- not responsible for the direct line management of staff.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- responsible for using Council resources appropriately within the scope of the role. No specific budget or asset-management responsibility is identified for this post.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- Manage a caseload of approximately 25 clients experiencing barriers to employment who are motivated to start or return to work.

Deliver the appropriate Supported Employment approach, for which training will be provided.

Support clients to identify skills, aspirations and goals through a Vocational Profile and Action Plan, including job search, CVs, applications, interview preparation and career development.

Assess work-related support needs, which may include benefits and welfare advice and disclosure of health information, and provide appropriate support and guidance.

Attend weekly multidisciplinary team meetings as an embedded Supported Employment practitioner.

Source suitable job opportunities through tailored job search and regular contact with local employers, including exploration of hidden and advertised vacancies.

Provide education and support to employers, as agreed with the individual, including negotiating reasonable adjustments, developing into-work strategies and maintaining contact to support job retention.

Build positive relationships with referral teams, promote employment as a positive intervention and generate appropriate referrals.

Provide regular monitoring and in-work support to clients and employers after employment is secured.

Contribute actively to the development of Enable's services for Disabled people in Shropshire and across Enable's wider services.

Demonstrate a high level of understanding and awareness of equal opportunities and anti-discriminatory practice.

Participate in identified training and continuing personal and vocational development.

Contribute to Enable training and publicity as required.

Follow safe systems of work in accordance with Shropshire Council's health, safety and welfare policies and procedures.

Establish and maintain positive, integrated relationships with employers, referral teams and other service providers.

Maintain employer relationships and the employer engagement database.

Arrange regular meetings with clients to monitor and review progress before and after employment.

Understand local employers and roles through job analysis and negotiate opportunities aligned with individual strengths, needs, abilities and preferences.

Challenge inequalities and discrimination experienced by clients, while supporting organisational learning.

Work with employers to put reasonable adjustments and appropriate workplace strategies in place, including job carving where appropriate.

Develop effective working relationships with external agencies, including local colleges and training providers.

Follow administrative and data-capture protocols and maintain accurate, complete casework records.

Work independently and reliably to deliver consistent and effective supported employment practice.

Follow monitoring and evaluation systems and keep abreast of changing practice.

Co-produce service development with clients where possible and contribute employment case studies to promote supported employment.

Implement relevant policies, including information governance and safeguarding, and undertake mandatory training.

Work flexibly as required.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role. The primary work base will be in New Zealand House, Shrewsbury, with regular home working and attendance at community settings or other Council locations as reasonably required.

The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.

Your post is subject to the following:

- The post is fixed term until 31 March 2028, for 37 hours per week,
- Normal office hours are 8.45am to 5.00pm Monday to Thursday and 8.45am to 4.00pm Friday, with a minimum 30-minute lunch break. Occasional evening work may be required. The post is subject to the Council's annualised hours scheme as implemented within the work area.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one month's notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service, during which the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You

are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

DBS:

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.