Job Description and Particulars of Appointment

- Job Title: Senior Supported Employment Specialist (Connect to Work)
- Post Number: P28135
- Grade and SCP: Grade 9
- Directorate: Adult Services

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 Enable Team within Adult Social Care, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Enable is Shropshire Council's employment service for long-term unemployed people and people with health conditions or disabilities. Enable has teams specialising in mental health employment, learning disability and autism employment, and employment for young people with SEND.

Overview of your role

The Senior Supported Employment Specialist will manage a team of Supported Employment Specialists, providing supervision, training, caseload management and role modelling of Individual Placement and Support (IPS). The postholder will play a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users. They will also manage a small caseload, supporting clients to secure sustainable paid employment in line with their preferences.

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

The postholder will provide operational leadership for Supported Employment Specialists and contribute to service quality, performance, partnership working and continuous improvement.

You will be:

- reporting to the Connect to Work Manager, who is in turn responsible for your health and safety, training and development.
- responsible and accountable for an appropriate number of Supported Employment Specialists, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.
- 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 managing resources within the scope of the role. Any specific budget or asset responsibilities are to be confirmed.
- 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?

- Effectively manage a high-quality service that adheres to the principles of IPS best practice.

- Monitor and manage the performance of Supported Employment Specialists, guiding them on best practice and achievement of individual and team job outcome targets.
- Create a culture of continuous improvement and identify staff training needs, arranging appropriate learning and development.
- Support the design and delivery of in-house staff training, peer learning and best-practice development.
- Involve experts by experience in the co-production of service developments where possible.
- Coordinate employer engagement, access to the hidden labour market, relationships with external agencies and delivery of job-seeking groups.
- Produce regular monitoring reports for internal and external stakeholders, including commissioners.
- Manage a small caseload as required and arrange regular meetings with clients to review progress before and after employment.
- Identify barriers and work with internal and external stakeholders to implement solutions that support a high-fidelity service.
- Provide solution-focused monthly supervision for each Supported Employment Specialist, including caseload management.
- Lead, guide, mentor and coach the team in employer engagement, job development and effective job matching.
- Ensure quality assurance around client satisfaction, facilitate feedback opportunities and use feedback to review and develop the service.
- Develop employment pathways through effective relationships with stakeholders across Shropshire, including employers, colleges, training providers and other external agencies.
- Provide education and support to employers, as agreed with the individual, including negotiating reasonable adjustments and ongoing contact to support job retention.
- Undertake mandatory and role-specific training, actively participate in continuous professional development and implement organisational policies and procedures.
- Contribute to marketing and profiling the service, including delivery of the communications strategy and collection and promotion of service-user employment recovery stories.
- Ensure monitoring and evaluation systems are followed, remain informed about changing practice, and implement relevant information governance and safeguarding requirements.
- Work independently and reliably to deliver effective IPS practice, and manage feedback, comments and complaints in line with Council processes.

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.
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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 is New Zealand House, Shrewsbury, with regular home working. The postholder will attend Council or service 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 temporary until 31 March 2028, for 37 hours per week,
- Normal office hours are 08:45am to 5.00pm, Monday to Thursday and Friday 8:45am – 4:00pm. Occasional work outside these core hours may be required.
- 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 time 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,

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.