

Job Description

Employment Specialist Supervisor – Connect to Work Supported Employment Service

Role Profile	Supervisor IV
Service/Team	Skills & Learning Adult Community Education
Reports to	Programme Manager – Connect to Work
Responsible for	N/A
Number of posts	1
Post number	
Career Grade	N/A

My job improves the quality of life for the people of Bournemouth, Christchurch, Dorset and Poole by supervising a team who support economically inactive residents to secure and maintain good quality, suitable employment and by supporting employers to provide workplaces and training that provide good employment for residents with disabilities, health conditions and other barriers to employment.

Job Overview

Allocate caseloads of supported employment programme participants to Employment Specialists and manage own caseload to assist them in securing and sustaining paid employment in line with their preferences and vocational goals

Supervise the delivery of the Individual Placement and Support (IPS) or Supported Employment Quality Framework (SEQF) approach; providing person centred advice and guidance to participants, whilst building positive relationships with local employers to enable participants to move into suitable employment

Provide support, guidance and coaching to Employment Specialists and participants, including on the job training where appropriate that benefits the participant and the employer

Key Responsibilities

- Manage own caseload of participants with disabilities / health support needs and other barriers to employment, employing IPS methods to offer personalised guidance and support
- Allocate and supervise the caseloads of Employment Specialists
- Provide guidance and coaching to Employment Specialists and act as the first point of contact for problem solving
- Co-ordinate processes and systems in relation to work flow management
- Meet, assess and support participants to understand their key skills, aspirations, and goals through completing a Vocational Profile and production of an Action Plan to help them obtain and sustain competitive employment.

- Provide person-centred advice and guidance to participants
- Maintain a community focus and work collaboratively with multi-disciplinary teams, support services, referral partners, education partners, Primary Care and NHS teams, job centres and VCS organisations to maintain positive and integrated relationships, fostering a holistic approach to support
- Build positive relationships with local employers to enable participants to move into and / or maintain suitable employment including sourcing job opportunities and raising awareness of reasonable adjustments, return to work strategies and ongoing contact, reducing barriers in the workplace and supporting employers to become disability confident
- Provide a quality service through conducting regular visits, effective monitoring and in-work training and support to participants and employers to help sustain employment

Specific Qualifications and Experience

- Degree educated, or equivalent qualification or experience
- Proven experience in delivering employment support using the IPS or SEQF model
- Information, Advice & Guidance (IAG) qualification desired
- Coaching qualification desired
- Experience of supervising the work of other specialists
- Experience of providing employability support with excellent local knowledge of support services and employment opportunities
- Experience in a target driven setting
- Experience of managing a caseload
- Experience of working with a diverse range of individuals who may find it more difficult to secure sustainable employment
- Experience of applying well developed knowledge and understanding of mental ill health, neurodiversity, health conditions and disabilities to different situations
- Experience of influencing, negotiating and problem solving to achieve desired outcomes
- Experience of working in community / support environments

Personal Qualities & Attributes

- Good knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to own area of work, including broader commercial awareness
- Passion, drive and commitment to challenge inequality and break down barriers, with a strong belief in strength-based support and personalised care
- Enthusiastic and motivational approach to helping people achieve their potential
- Self motivated with a can-do attitude and ability to thrive in a diverse and ever changing work environment
- Creative, solution focussed approach

- High level of resilience, emotional intelligence and diplomacy, with the ability to show compassion and build rapport with participants
- Ability to remain calm under pressure
- Highly developed written and oral communication skills
- Excellent organisational and IT skills, including diary management, with the ability to manage various tasks and priorities

Job Requirements

- DBS check required
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
- This is a community based role that requires remote working from a range of locations including a variety of different workplaces
- The post holder will be required to work outside of core office hours where necessary to support a participant

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.