

## **JOB DESCRIPTION**

### **IAG Worker**

<b>Days:</b>	Monday to Friday
<b>Hours:</b>	35 - core hours to be agreed - Evening work on occasion
<b>Salary:</b>	£32,600 per year
<b>Start date:</b>	By negotiation
<b>Reporting to:</b>	Enfield SMI Team Lead
<b>Location:</b>	Enfield

#### **Who we are:**

Working Well Trust was established to address the issue of low employment rates for people who have experienced mental health issues. Since starting we have seen advances in the specialist support offered to people seeking employment and a change in cultural attitudes towards mental health.

In the last few years we have adapted this approach to work with people with Autism (ASD), people with learning difficulties, physical disabilities or complex issues including homelessness or addiction.

#### **Job Overview:**

Provide focused and time-limited information, advice and guidance to those who are struggling with their mental health. Those accessing the service may be in employment or economically inactive. This service will use innovative and creative methods to engage groups with the highest unemployment rates / a higher likelihood of being unemployed, i.e., the groups that often experience additional barriers to employment due to intersectional disadvantage/ disadvantage compounded through interconnected social identities, or disadvantage compounded by co-morbidities.

#### **Main Duties and Responsibilities:**

1. Manage a diverse caseload of clients providing information, advice and guidance to support clients to address problems in the workplace to help them return to work, remain in work or find new employment:
  - Working with clients to identify the type and levels of support required
  - To create an Action Plan with client and to review regularly
  - Track progress towards overall employment goal
  - Assisting clients to access opportunities such as training, education, volunteering and other development activities
  - Making referrals to outside agencies where appropriate

- Develop strong relationships with clients mental health professionals
  - To support clients during and post voluntary roles and work experience
  - To support clients to access employment support and in work support
  - Promote wellbeing activities to support action plan
2. To provide monthly reports, including performance against KPIs and quarterly statistics to line manager.
  3. Work with referral partners, both clinical and community based, to support clients to achieve their goals.
  4. Complying with Working Well Trust's internal procedures and all relationships both internally and externally.
  5. Assess clients' wider needs related to work which may include directing them towards benefits/welfare advice, mental/physical health with an onward referral partner.
  6. Where applicable, advocate for clients with their employer to address problems and find solutions to support a return to work, where needed to signpost the client to specialist legal or employment support.
  7. Review, analyse and interpret contracts of employment, organisational policies/procedures, report and other documentation for the accurate provision of information, advice and guidance to clients.
  8. Demonstrate a sound understanding of the factors required to facilitate and enable an individual's return to work as well as the issues that a person can face on returning to work and the skills needed to manage the return to work.
  9. Awareness of the secondary effects on the individual including mental health, impact on confidence and steps to mitigate against a further absence from work or unemployment.
  10. Proactively promote the service, deliver presentations and training as required.
  11. Meet referral and performance targets in line with the specific KPI / SLA requirements of the service.
  12. Maintain accurate client records on the CRM.
  13. Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and ongoing contact with the employer to ensure job retention.
  14. Provide ongoing support to clients to help them sustain employment when required.
  15. Attend in person community appointments across all areas in Enfield.
  16. Work contracted hours.

## Person Specification

### IAG Worker

This employee specification contains the essential and desirable criteria which candidates should possess in order to satisfy the performance requirements for this post.

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> <li>• Qualification in IAG</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Negotiation and mentoring skills</li> <li>• Good writing skills</li> <li>• Strong organisational skills</li> <li>• Good IT skills including Word, Excel and Internet</li> <li>• Ability to research opportunities and local provision</li> <li>• Ability to work with a fast changing caseload as service offers time limited support</li> <li>• Ability to work contracted hours</li> </ul>	
Personal Qualities	<ul style="list-style-type: none"> <li>• Knowledge of community and mental health services, whether through lived experience or work.</li> <li>• Tact, diplomacy, patience, discretion on confidential matters, good sense of humour. Ability to build rapport.</li> <li>• Proactive</li> <li>• Willingness to work occasional evenings when necessary</li> <li>• Ability to cope with complex and demanding caseload</li> <li>• Ability to multi task</li> </ul>	

<p>Knowledge &amp; Experience</p>	<ul style="list-style-type: none"> <li>• Experience of providing support to disadvantaged clients</li> <li>• Fully conversant and committed to Equal Opportunities issues</li> <li>• Knowledge of different routes back to work</li> <li>• Experience of developing work experience</li> <li>• Experience of working to and achieving KPIs</li> </ul>	<ul style="list-style-type: none"> <li>• Previous knowledge of mental health issues</li> <li>• Back to work calculations</li> <li>• Knowledge of existing legislation relevant to employment eg: Equality Act</li> <li>• Employment support experience</li> </ul>
<p>Relationships</p>	<ul style="list-style-type: none"> <li>• Ability to work effectively as a member of a team and under own initiative</li> <li>• Ability to work effectively with a wide range of individuals</li> </ul>	