



Job title: Employment Officer- Employment and Personal Development

Job family: Personal Support

Reports to: Service Manager

Management of: None

Overall purpose of post:

The Employment Officer will support individuals who apply to the service to develop their personal and employability skills, to secure and sustain paid or voluntary work and progress towards their chosen training/employment goals. They will deliver, in response to the individuals' aspirations and needs and in line with Mencap standards and processes, an individually tailored programme to assist the individual in overcoming barriers to progressing towards their chosen goals.

The key roles for the Employment Officer are:

- Team Player
- Performance Delivery
- Safe Practitioner
- Planner and Recorder
- Ambassador and Liaison

Team Player

The Employment Officer will work as part of a team and is expected to work effectively and collaboratively with colleagues and with other Mencap teams to deliver the service. Although the role does not involve any supervisory responsibilities for the work of others, it must work in support of the Area Operations Manager and Service Managers in ensuring that the team is effective through mentoring, coaching and demonstrating best practice.

KPIs:

- Works in a way that supports the organisation values of inclusion of all people, valuing difference and promoting diversity. Actively seeks to include people with a learning disability in their work in a meaningful and appropriate way
- Takes responsibility for their own performance and development, preparing for their performance review meetings identifying opportunities for them to develop their knowledge, skills and performance

- Demonstrates enthusiasm and flexibility for the team and its work by showing commitment to improve the team's performance through constructive feedback and generation of ideas and solutions
- Provides advice and support that will enhance the personal development of team colleagues through effective communication, mentoring and support

Measures/evidence: Team Meetings, feedback, manager observations, examples of work.

Performance Delivery

The Employment Officer has an active role in supporting people to achieve the things that matter to them, helping them to make choices and decisions in exploring and accessing employment and personal development opportunities or further training. They are responsible for ensuring the individual's needs and aspirations for work are met, and for the delivery of a programme of activities to enable them to progress towards / into and to sustain paid work.

KPIs:

- Meets agreed trainee/client targets and outcomes
- Provides a variety of options for the individuals we support and finds the best ways to communicate with them
- Actively engages and involves people in the development of plans and records that relate to them
- Solves problems in the work place, using a range of job coaching and other appropriate tools to ensure that skills and knowledge are gained and barriers to employment are removed
- Communicates to Service Manager at an early stage any issues or barriers which will impact on a positive trainee outcome, proposing solutions to these.

Measures/evidence: Caseload targets, TUT, trainee outcomes, stakeholder evaluations, meetings with manager including SYF/Supervision, WMM evidence.

Safe Practitioner

The Employment Officer demonstrates the ability to work safely and in compliance with regulatory, contractual and internal requirements ensuring that the individuals they support feel safe and confident in the service they use.

KPIs:

- Understands and adheres to safe working practices to promote personal safety and the safety of others, including people we support
- Uses effectively the Managing Risk process applying it to all activities with all individuals they are supporting to identify risks with relevant others and seeks actions to manage these and continuously review
- Reports any areas of concern with safe working to Service Manager when supporting individuals within community and work places
- Demonstrates an understanding of organisational Health & Safety policies and procedures, highlighting and reporting any practice issue or safety concern through appropriate management channels.

Measures/evidence: Stakeholder Evaluations, observations, service paperwork, WMM evidence, trainee risk assessment, manager file audits.

Planner and recorder

The Employment Officer will ensure that all people who join an E&PD service have their needs accurately identified and an appropriate training and support plan developed, implemented and reviewed to ensure they progress to achieve their goal within agreed contractual standards and timeframes.

KPIs:

- Completes trainee paperwork within agreed timescale and to set standards, accurately reflecting the aspirations and support needs of the individual for personal development and work/training
- Develops and agrees a *smart* plan to be implemented which will support the individual to achieve their personal development and employment/training goals
- Monitors, reviews and updates the plan with individual and other key people to ensure progression and achievement of set targets and employment/training goals
- Maintains trainee and service records and reports in accordance with contractual and internal regulations, standards and timeframes and legal requirements.

Measures/evidence: Service and Trainee paperwork, reports, manager file audits, manager observations.

Ambassador and Liaison

The Employment Officer will work effectively with a range of stakeholders and individuals both internally and externally, conducting themselves in a professional way, positively representing Mencap. They will work proactively with employers and others raising the awareness of all to the contribution of people with a learning disability within the workforce, creating and seizing opportunities for their trainees.

KPIs:

- Demonstrates effective relationships with trainees, families, carers, referral and other agencies to achieve the best outcomes for the individual
- Develops strong working relationships with external organisations to develop practice and improve the quality and outcomes of the service
- Develops and maintains effective and productive relationships with a range of employers to respond to the needs of individuals, promoting the effective use of natural workplace supports, leading to unsupported employment
- Generates high quality and an appropriate range of placement and paid work opportunities with local employers, through effective promotion and marketing of Mencap's E&PD range of services.

Measures/evidence: Contract and service targets, stakeholder evaluation and feedback, manager observations, TUT/trainee outcomes, manager file audits.

Any other relevant information

The Employment Officer will have an individual caseload responsibility consistent with contracted hours and support needs of those referred to them. They will be responsible for the management of their time and resources to deliver at all times, a person centred service, supporting all individuals' progression to agreed related employment or training goals.

Person Specification

At Mencap we expect our employees to:

- Work in line with Mencap's Values
- Be positive about working for Mencap
- Work well with all of their colleagues
- Take responsibility for their own development

Knowledge:

- Awareness of the issues facing people with a learning disability and their families throughout their lives D
- Understanding of barriers to employment for people with a learning disability D

Skills/Personal Qualities:

- Evidence of good time management skills E
- Evidence of the ability to work independently and use your own initiative E
- Evidence of working effectively within a team E
- Evidence of good communication skills, including ICT E

Experience:

- Experience of supporting people to develop new/existing skills E
- Experience of effective negotiation and mediation D

Other requirements:

- Maintain confidentiality E
- Work flexibly in accordance with the needs of the post E
- Ability to travel in accordance with the needs of the post E

E Essential
D Desirable