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| **JOB DESCRIPTION** |

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| Job Title: | Individual Placement and Support (IPS) Employment Consultant |
| Group / Team: | Ember Employment Service’s (EDGE employment) |
| Reports To: | Team Leader – Ember Employment Service’s |
| Direct Reports: | Total number of staff reporting (including indirect reports): None |
| Job Purpose: | This role exists to support people currently receiving support from Waitemata DHB Mental Health and Addiction Services to gain and retain paid employment using the IPS approach. |
| Date: | 10th May 2019 |
| Financial Responsibilities | Controls a budget: No |
| Key Result Areas | 1. Develop and update job seekers career plans 2. Job seekers enter paid employment 3. Job seekers maintain paid employment |
| Work Complexity (what issues make the job complex or challenging?) | Developing a new model of employment support in Ember and Waitemata District Health Board (DHB).  IPS Employment Consultants will be working across two organisations.  Consultants will be employed by, and work for Ember Services Ltd. They will be part of the Ember Employment Services team and the wider organisation.  To fulfil their role Consultants will be based and integrated with Waitemata DHB mental health and addiction clinical services. They will work closely with DHB clinical teams to support people into work and to maintain work. |

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| **Key Relationships** |

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| External:   * Job seekers and supported employees. * Job seekers family or whanau. * Employers. * Ministry of Social Development (MSD) staff. * Waitemata DHB Mental Health and Addictions clinical teams. * Community support services and other community agencies. |
| Internal:   * Ember Employment Service co-workers * Waitemata DHB clinical co-workers * Other Ember staff |

| Key Responsibilities | Key Tasks | Expected Outcomes |
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| Responsible for facilitating effective career planning with job seekers. | * Develop appropriate, friendly and businesslike relationships with job seekers. * Career plans and goals are developed. * Ensure IPS services are delivered in a safe and effective manner. | * Has a clear understanding of job seekers’ career aspirations, skills and support needs. * Job seekers understand services that Ember can offer and what their responsibilities are in achieving their goals. * To ensure clients are appropriately prepared for employment. * The referral and career planning processes are understood and followed. * Ember and Waitemata DHB information systems and records are complete and up to date with all required information. * Professional relationships and boundaries are maintained. * CVs are developed with job seekers as required. * Job seekers assisted with MSD registration as required. * Job seekers skill levels assessed through work experience and workplace assessments. |
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| Responsible for marketing job seekers and Ember Employment Services to employers and job placements are made. | * Marketing to employers is delivered in a manner which ensures the highest level of efficiency and success. * Negotiate terms of employment. * Employment placements are achieved. | * Is familiar with and uses the range of marketing techniques available. * Is knowledgeable about and responsive to employers’ requirements. * Contributes to the development of new marketing techniques * Develops ongoing relationships with employers. * Presents a professional image appropriate to employers/workplaces. * Keeps up to date records of employer contacts. * Demonstrates negotiation skills in order to successfully place job seekers with fair employment conditions. * Familiarity with NZ employment law, minimum wages and the Human Rights Act. * Familiarity with various subsidies available to employers and employees. * Uses subsidies ethically and only where needed. * Job seekers attain employment in line with their employment and career goals. * All placements are informed by careful matching of job seekers to job. |
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| Responsible for providing high quality support to employees and employers. | * Job retention is promoted. * Relationships with community agencies, family, whanau etc reflect Ember’s commitment to excellent customer service. * Service delivery is sensitive to customer needs. | * Is familiar with and meets the support needs of employees. * Is knowledgeable about the support needs of the employer and in turn educates them about the needs of the employee. * Job seeker and employer can access job coaching as and when required. * All calls for workplace support are responded to promptly. * Scheduled support calls are kept. * Seamless service is delivered to job seekers through consultation and co-operation with their support networks. * Relationships with community agencies are maintained in a professional and productive manner. * Waitemata DHB clinical services are kept informed of the progress of job seekers. |
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| Organisational focus.  Responsible for participating as a creative, affirmative productive member of the Ember employment service team. | * Services are accountable | * Works within the guidelines of the Employment Support Practice Guidelines(2018). * Actively contributes to the development of best practice procedures. * Attends and participates in regular supervision with manager or delegated supervisor. * Participates in the annual review of the Employment Service business plan. * Participates in the provision of services as outlined in the annual business plan. * Completes all required reporting requirements within agreed timeframes. |
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| Integration with Waitemata DHB Mental Health and Addictions clinical teams. | * People accessing IPS experience a seamless service. * Pathways are agreed and followed and updated as required. | * Develops and maintains professional relationships with DHB clinical teams. * Meet regularly with DHB staff and attend clinical meetings as agreed. * Be actively involved in designing/improving referral, support and exit pathways |
| Develop IPS service delivery. | * Strong relationships exist with other IPS providers in Waitemata DHB. * The IPS trial is successful. * Service achieves high or exemplary fidelity. | * Develops and maintains professional relationships with other providers delivering IPS service to Waitemata DHB. * Actively contributes to the development of the IPS service. * Will work constructively and actively with external IPS implementation support staff. * Will be actively involved in IPS fidelity reviews. |
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**Note**

*The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.*

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| **Person Specification** |

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|  | Essential | Desirable |
| Qualifications and training | A New Zealand Level 4 Certificate in Health and Wellbeing or equivalent. Or is currently enrolled in this or an equivalent qualification.  Please refer to Careerforce for information on equivalency <https://www.careerforce.org.nz/pay-equity-and-qualification-equivalencies/>  Full and current NZ drivers licence. | Holds a bachelors or higher qualification in health or employment.  Trained in the Individual Placement and Support approach. |
| Experience | Experience of working with and supporting people who have experienced mental health and/or addiction problems.  Experience of gaining and maintaining employment.  A good understanding of the principles and practice of supported employment. | Lived experience of mental health and/or addiction issues.  Family or whanau experience of mental health and/or addictions.  Experience of working with and supporting people who have experienced mental health and/or addiction problems (or other unemployed disadvantaged groups) into employment.  Knowledge of employment law.  Knowledge of a wide range of industries and roles. |
| Competencies | Teamwork.  Planning and organising.  Strong communication skills, both verbal and written.  Flexibility, a “whatever it takes” approach.  Patience and persistence.  Budgeting skills.  Advocacy, negotiation and marketing skills. |  |