

**Job Description**

**Post:** Employment Officer

**Location:** AMH New Horizons, Newtownards

**Responsible to:** Service Manager

**Accountable to:** Head of Operations

**Role:** The overall purpose of the post is support the recovery of individuals with mental health needs by preparing them for an employment or placement option, by working directly with employers to secure placement/employment opportunities and provide ongoing support to both the employers and the individuals in placement/employment.

# Key Result Areas:

1. Programme Delivery
2. Supporting Client Development
3. Quality Assuring Service Delivery
4. Health & Safety
5. Personal Training, Development and Practice
6. Operational Targets

**Key Result Area 1: Programme Delivery**

* To deliver structured and comprehensive employment preparation, placement and ongoing support programmes that:
  + Meet the appropriate accredited standards
  + Adhere to Company Guidelines and Procedures
  + Are appropriate to the needs of individual clients.
* To be proactive in working with employers to source and secure employment/placement opportunities for people who have experienced mental health problems.
* To provide information and support for employers as agreed with the individual to ensure employment is sustained and where appropriate negotiate adjustments.
* To develop networks with other organisations that will help individuals achieve their employment goals.

**Key Result Area 2: Supporting Client Development**

* To facilitate the introduction of new clients to the service by facilitating initial interviews and AMH’s induction and assessment programme
* To provide keyworker support to all clients as identified via a keyworker list.
* As part of the keyworker role to undertake ongoing assessment and review of individual client needs and where appropriate facilitate / attend external review meetings.
* As part of the client’s progression:
* Ensure that action plans are drawn up that adequately reflect the individual client’s training / employment needs
* Ensure that action plans are reviewed on a regular basis and that all action points are implemented by agreed dates
* Be proactive in implementing the AMH client exit strategy policy

**Key Result Area 3: Quality Assuring Service Delivery**

* To ensure that all client information is maintained and held in accordance with AMH policies and procedures
* To satisfy all contractual requirements as directed by stakeholders and funding bodies in relation to service delivery
  + To ensure adherence to the organisation’s policy on the Management and Handling of Client Complaints
* To ensure adherence to relevant organisational and legislative requirements
* To support quality improvement systems including Investors in People and Customer Service Excellence as appropriate.

**Key Result Area 4: Health & Safety**

* To ensure that all aspects of legislative and organisational Health & Safety standards and requirements are maintained
* To ensure that, where any risk has been identified in relation to new or existing clients, a full risk assessment is carried out and appropriate follow up action is taken.

**Key Result Area 5: Personal Training, Development and Practice**

* To take part in supervision, appraisal and training as identified through AMH’s Staff Learning and Development Processes
* To take personal responsibility for continuing personal and professional development and maintain a current continuing professional development portfolio.
* To adhere to AMH’s set of Core Values and Corporate Behaviours

**Key Result Area 6: Operational Targets**

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Support the realisation of annual operational targets in respect of:

* Client recruitment, occupancy and attendance
* Training and development outcomes
* Client progression to training placements, further training, volunteering and employment
* Positive outcomes for leavers

In addition to the above duties the post holder with be expected to be flexible in discharging these duties and any other additional tasks as may be reasonably assigned according to the changing priorities of the company.

 

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**PERSONNEL SPECIFICATION**

**EMPLOYMENT OFFICER**

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| --- | --- | --- | --- |
| **REF** | **AREA** | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** |
| **1** | **EDUCATION/ PROFESSIONAL QUALIFICATIONS** |  |  |
|  | Educated to A Level/QCF Level 3 or equivalent  (Including QCF level 2 English and Maths Grades A\* – C or equivalent) | **✓** |  |
|  | A recruitment or supported employment qualification |  | **✓** |
| **2** | **EXPERIENCE** |  |  |
|  | Recent relevant experience of working in recruitment or supported employment setting. | **✓** |  |
|  | Paid experience of working with people with mental health needs or other disadvantaged groups | **✓** |  |
|  | Evidence of developing external networks to support the achievement of organisational objectives | **✓** |  |
|  | Experience of delivering training in a group setting |  | **✓** |
| **3** | **COMPETENCIES** |  |  |
|  | Able to demonstrate good communication skills. | **✓** |  |
|  | Proven ability to effectively support and work as a member of a team | **✓** |  |
|  | Evidence of having undertaken client focused, needs based assessment, action planning and programme delivery |  | **✓** |
|  | Proven ability to deliver business results | **✓** |  |
|  | Strong commitment to quality assurance, continuous improvement and the delivery of best practice | **✓** |  |
|  | Evidence of having developed external networks to support the achievement of organisational objectives | **✓** |  |
|  | Able to demonstrate a good level of IT literacy | **✓** |  |
|  | Able to demonstrate flexibility, self-motivation, confidence and ability to use initiative | **✓** |  |
|  | Good organisational skills | **✓** |  |
| **4** | **VALUES & BEHAVIOURS** |  |  |
| **\*** | Ability to demonstrate alignment with AMH’s core values and organisational behaviours | **✓** |  |
| **5** | **ADDITIONAL** |  |  |
|  | To undertake other additional duties as may be reasonably assigned according to the changing priorities of the Service and the needs of the client group | **✓** |  |
|  | Current full driving licence, valid in the UK and access to a car on appointment or access to a form of transport which will permit them to carry out the duties and requirements of the post in full. | **✓** |  |
|  | The successful candidate will be required to undergo an Enhanced Disclosure check via the AccessNI Service before commencement of employment | **✓** |  |
| **6** | **SALARY SCALE** |  |  |
|  | Salary scale range D points 1 £21,000 to 5 £23,500 (pro-rata) per annum. Candidates will normally be appointed at the start of the pay scale |  |  |
| **7** | **HOURS OF WORK** |  |  |
|  | 16 – 17.5 hours per week – Monday to Friday, hours to be agreed (service hours Monday – Thursday 8.30am – 4.30pm, Friday 8.30am – 3.15pm) |  |  |
| **8** | **OTHER INFORMATION** |  |  |
|  | A mileage allowance is payable for the use of a private vehicle on company business. |  |  |

**\* A copy of AMH’s Core Values and Behaviours is attached for your information**