JOB DESCRIPTION

Job title: Health and Wellbeing Adviser
Function: Operations
Reports to: Head of Health and Wellbeing
Salary: £23,000-£28,000
Location: Kilmarnock
Closing Date: 30 September 2020

PURPOSE OF YOUR JOB

To support with the Health and Wellbeing strategy across Scotland employability. Develop a holistic health and employment approach, progressing customers on Fair Start Scotland contract closer to the labour market and into sustainable employment. To integrate into Operations and increase performance with our customers.

PRINCIPAL ACCOUNTABILTIES / KEY RESULT AREAS

- Deliver performance against agreed targets and contractual requirements
- Manage a caseload of customers, to educate and advise on health and well-being conditions in order to enable a return to sustainable employment
- Perform health specific biopsychosocial assessments with customers to identify health challenges around finding, starting and sustaining suitable employment
- Provide health specific evidence-based advice using clinical expertise and judgement to customers to address health specific barriers to work
- Provide specialist health support through a blend of group work, digital/ virtual, tutor groups and 1:1 coaching
- Develop and implement customer health specific action plans, identifying and utilising evidence-based interventions to support the achievement of job goals that are suited to the customers mental and physical health needs, promoting the value of work for health and well-being, helping to build confidence and the practical and emotional skills to adapt to a working routine
- To work closely with the personal advisers to manage customer referrals and supporting activities, ensuring action plans are aligned and updated via regular case conferences
- To support in the development of a range of standardised training and support materials for non-healthcare trained teams to raise awareness and improve the employee knowledge base
- To deliver a range of health specific programmes within scope of practice to support customers with their health management including Managing Anxiety, Stress Management, Pain Management, Back and Neck Care and various weekly classes for example Relaxation, Exercise Classes
- Identify and build key relationships with internal (i.e. Employment Consultants) and external (i.e. GPs, healthcare providers, employers) stakeholders to support progression of the customer
- Observe and adhere to our customer service standards so that all customers are provided with the same high standard of service that maximises their chances of securing sustainable employment

- Maintain IT files and customer records to a required quality standard to ensure the customer journey and interventions are documented in accordance with our quality standards and adherence to a clinical governance framework
- Ensure compliance with our company policies (including Health and Safety, Safeguarding and Data Security) so customers and colleagues are protected at all time

KNOWLEDGE AND EXPERIENCE

- Qualified health professional registered with Health and Care Professions Council (HCPC), British Association for Counselling and Psychotherapy (BACP), or British Association for Behavioural and Cognitive Psychotherapies (BABCP)
- Demonstrable previous experience of supporting those with health issues back to work/ vocational rehabilitation / occupation health
- Ability to build rapport, engage and coach individuals to progress
- Knowledge and experience of local specialist networks and provisions
- Able to engage with peers/practitioners across local areas

KEY INTERFACES

Internal: Performance managers, personal advisers, health and wellbeing advisers, internal service providers

External: Customers, key stakeholders, other external bodies (e.g. Local Authority, GP, Mental Health Providers), employers

HOW TO APPLY

Please state in no more than 500 words why you are suitable for this position - what skills and experience you can bring to the role.

Please send you statement along with your CV to paul.wickson@fedcapemeployment.org