

INDIVIDUAL PLACEMENT & SUPPORT

EMPLOYER ENGAGEMENT

COURSE MANUAL

CONTENTS

Action plan	3
Case study Simon	4
Small vs large business	5
Introductory statements	6
Databases	7
Sharing personal information	10
Managing employer's concerns	13

ACTION PLAN

Action	Who	When

CASE STUDY - SIMON

Simon lives with his wife and two children who are now in primary school, he was diagnosed with severe depression and anxiety in his early 20s, when he was also regularly cutting himself. Simon is now a stay-at-home dad and has the responsibility of taking his children to school every morning. His wife has recently been offered reduced hours, meaning she could begin picking the children up from school, freeing Simon up to take a part time job on the days that the children are in school.

Simon went to sixth form and completed his A levels and went on to have some short-term jobs working in a bar and then in a supermarket where he thought the customers were rude. Simon's anxiety can be triggered when he is caught off guard, and so doesn't like to answer the phone unless he knows who is calling him.

Spending time with his children has a positive effect on Simon's wellbeing, but he feels low during the day when they are at school and wants a job to keep himself busy. Simon enjoys reading, gardening and is very well organised. He likes to plan-ahead and know what's happening. Simon keeps a close eye on the household accounts using spreadsheets and has thoroughly enjoyed organising birthday parties each year for his children.

Last year Simon had a further period of severe depression after his mum passed away and he was at home alone, with time to dwell on his problems. He began to feel actively suicidal, and his GP referred him back to secondary care services where he has been receiving medication and support from a CPN for about 8 months.

Simon has a car and is happy to drive. He considers himself outgoing once he gets to know people and is most comfortable in situations where he can have a routine with clear instructions on what he needs to do.

What are Simon's strengths & interests?



--

Jobs ideas for Simon

--

SMALL 'VS' LARGE BUSINESS

Small business pros 	Small business cons 

Large business pros 	Large business cons 

Visit <https://www.gov.uk> and search for disability confident employers

INTRODUCTORY STATEMENTS

During the training we will be exploring introductory statements. Please prepare a statement to use during a role-play activity. You can find some examples and tips below.

"Hello. My name is Sam and I work for Job Opportunities in town. I am an employment specialist and my job is to introduce employers to people who have the skills those employers need. Although I am not looking for a position for anyone, one of my responsibilities is to learn about local businesses. Would it be possible to schedule a 15-minute appointment with you to learn more about what you do and the type of person who is a successful employee at your business?"

"Hi, my name is John and I work for Mental Health Agency here in town. I am an employment specialist and I help people who have been out of work to re-engage in the workforce. Part of my job is to learn from employers about their businesses and hiring preferences. Would it be possible to schedule a 10-minute appointment to come back and learn more about__(name of business)?"

Essential elements of an introductory statement:

- ⦿ **Short:** Your introduction should take no longer than 30 seconds
- ⦿ **Clear:** Use language that everyone understands to avoid confusing people
- ⦿ **Key words:** Use words like "free service" "NHS"
- ⦿ **No pressure:** Don't ask about jobs yet, you can ask that later once you know more about their business
- ⦿ **Get to the point:** You would like to arrange a time to come back so you can ask more questions are get to know them

Your introductory statement:

EXAMPLE EMPLOYER DATABASE

Name of Employer	Employers Address	Telephone number	Name of Contact	Type of Business	Type of Jobs	Likely Hours of Work	Contact date	Outcome of contact

EXAMPLE DATABASE FOR LOGGING EMPLOYER ENGAGEMENT CONTACT

Client	Employer	Last contact	Contact type - Face to face - Phone call - Email - Tour / visit	Cup of Tea number	Next contact planned	Details
Simon	Perry's Garden Centre	10/10/2019	Face to face	1	11/10/2019	Called into garden centre and spoke to hiring manager, briefly introduced myself and arranged to come back to see him next on Tuesday week.
Simon	Perry's Garden Centre	11/10/2019	Email	1	26/10/2019	Email follow up to confirm appointment
Simon	Beautiful Blooms Nursery	10/10/2019	Face to face	1	11/10/2019	Walked into garden nursey centre, they were too busy to meet and asked me to contact again in two months time.
Simon	Beautiful Blooms Nursery	11/10/2019	Email	1	11/12/2019	Emailed to thank for speaking with me, confirmed I would be in touch in December, and attached some information on the service.

CREATING AN ENGAGEMENT PLAN

Week	Engagement activity
Week 1	
Week 2	
Week 3	
Week 4	
Week 5	
Week 6	
Week 7	
Week 8	
Week 9	
Week 10	

SHARING YOUR CLIENT'S PERSONAL INFORMATION

How can sharing your client's information help you do Employer Engagement?

EXAMPLES OF SHARING PERSONAL INFORMATION

Past health experiences have affected Simon's well-being but he has used the last two years to focus on his recovery. Simon is now ready to work.

Simon has some health issues but has learnt to overcome the difficulties and he is now capable of and ready for work

Simon is pleased to say that he's learnt about and grown as an individual resulting from having had some health issues. These are now resolved.

Simon has personal experience of mental health issues, which he feels has helped him to grow as a person and empathise with other disadvantaged people

Simon's period of mental ill-health has helped him learn how to manage his health, taught him coping mechanisms and given him more empathy and depth.

During that period, Simon was going through a difficult time in his life, but he is now fully recovered and hopeful of a positive future.

When my client was younger they had a health condition that disrupted their education, however during their recovery they have been doing...

My client's health challenges have given them a unique opportunity to re-evaluate what really mattered to them in life, and to make the right choices work-wise. (This is how they decided to redirect their career in....

Simon was suffering from depression over that period of time and is now aware of his triggers and has solutions to address them with outside support.

My client is dyslexic and has been aware of this for three years. In this time they have been able to enhance their ways of working.

When my client was younger, they had a period which affected their health. They have learnt to overcome and understand, this has made them a better individual, who is capable of success.

Simon experienced anxiety, which has given him a better understanding of himself and more empathy for others who may experience difficult situations.

Simon sometimes get anxious but he has a good understanding of how to manage his anxiety so it does not interfere with his work and social life.

My client received intense treatment for a severe mental illness and has been able to overcome their illness and regain my independence.

My client had to leave their previous job due to mental health issues that have significantly improved with the help of various agencies. They have coping strategies and support in place and they're ready to return to work.

Simon had some time off due to ill health. Simon is now well and has learned how to manage stress, which he feels is now an asset.

MANAGING EMPLOYERS' CONCERNS

- | | |
|-----------------------|---------------------------------|
| ⊙ Hear them out | (listen) |
| ⊙ Feed it back | (rephrase/reflect) |
| ⊙ Question it | (clarify) |
| ⊙ Answer it | (reply) |
| ⊙ Confirm your answer | (reinforce) |
| ⊙ By the way | (add value/steer) |
| ⊙ Conclude | (what is the next step/action?) |

Potential concerns an employer may have about hiring an IPS client:

'Feel, Felt Found' technique:

You feel _____ (restate objection)

Others have also felt _____ (the same thing)

However, they have found _____ (provide answer)

Example:

"It sounds like you feel that Simon could have a lot of time off work due to sickness. Other employers also felt this could be a potential problem when they first explored the idea of working with our clients, however they have found that the people we work with are really motivated, *want* to work, and have a good support network in place to help with bad days. This means there are usually few days away from work - similar with the number of sick days as the rest of the staff."

FIDELITY ITEM 17

Job development - frequent employer contact:

Each employment specialist makes at least 6 face-to-face employer contacts per week on behalf of clients looking for work. (Rate for each week then calculate average and use the closest scale point). An employer contact is counted even when an employment specialist meets the same employer more than one time in a week, and when the client is present or not present. Client-specific and generic contacts are included. Employment specialists use a weekly tracking form to document employer contacts.

1 point	Employment specialist makes less than 2 face-to-face employer contacts that are client-specific per week.
2 points	Employment specialist makes 2 face-to-face employer contacts per week that are client-specific OR Does not have a process for tracking.
3 points	Employment specialist makes 4 face-to-face employer contacts per week that are client-specific and uses a tracking form that is reviewed by the SE supervisor on a monthly basis.
4 points	Employment specialist makes 5 face-to-face employer contacts per week that are client-specific and uses a tracking form that is reviewed by the SE supervisor on a weekly basis.
5 points	Employment specialist makes 6 or more face-to-face employer contacts per week that are client specific, or 2 employer contacts times the number of people looking for work when there are less than 3 people looking for work on their caseload (e.g., new programme). In addition, employment specialist keeps records that can be reviewed by a supervisor on a weekly basis

FIDELITY ITEM 18

Job development - quality of employer contact:

Employment specialists build relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the Supported Employment programme offers to the employer, describe client strengths that are a good match for the employer (Rate for each employment specialist, then calculate average and use the closest scale point).

1 point	Employment specialist meets employer when helping client to turn in job applications, OR Employment specialist rarely makes employer contacts.
2 points	Employment specialists contacts employer to ask about job openings and then shares these "leads" with clients.
3 points	Employment specialist follows up on advertised job openings by introducing self, describing programme, and asking employer to interview client.
4 points	Employment specialist meets with employers in person whether or not there is a job opening, advocates for clients by describing strengths and asks employers to interview clients.
5 points	Employment specialist builds relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the SE programme offers to the employer, describe client strengths that are a good match for the employer.

NOTES

Make notes here

CENTRE FOR MENTAL HEALTH



EMPLOYER ENGAGEMENT

COURSE MANUAL

Visit our website for more IPS information and resources.

[**www.centreformentalhealth.org.uk**](http://www.centreformentalhealth.org.uk)

© Centre for Mental Health, 2023