



Pentreath is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Pentreath take care when producing job descriptions to ensure that essential requirements are justified to a specific role and do not unfairly disadvantage candidates.

JOB DESCRIPTION	
ROLE	Employment Specialist
PROJECT/DEPARTMENT	Connect to Work
WORK TYPE	• Field / outreach in community • Based at Harrison House/Summercourt as specified in terms of employment
RESPONSIBLE TO	Project Manager, Pentreath
DATE OF ISSUE	July 2026

1	ROLE PURPOSE
	Part of the Get Britain working strategy, Connect to Work will primarily help disabled people, people with health conditions, and those with more complex barriers to work who are outside the labour market in 'Hidden Unemployment' who wish to be in employment, to find a suitable job and sustain work. It will also help those in work but at risk of falling out of the labour market (and who will struggle to get back into work if they lose their job) to retain their employment. It will help connect local work, health and skills support. The ambition is for a more inclusive economy which enables people to get into work and to get on at work, ensuring employment opportunity for all. This project is based on the principles of the Individual Placement and Support (IPS) model. Connect to Work is underpinned by a Fidelity Assessment system to ensure the development and consistent delivery of high-quality services.

2	KEY OBJECTIVES
2.1	Deliver 1:1 face to face support to clients on caseload in a community setting, or a digital alternative according to project requirement and client need
2.2	Support clients to gain paid employment based on their preferences and sustain their employment
2.3	Create relationships with employers and develop opportunities for clients through weekly employer engagement
2.4	Build strong, collaborative and trusting working relationships with service users, colleagues, partner organisations and other professionals
2.5	Ensure accurate notes are recorded on the appropriate client management system and submit project documentation as per contract compliance, in a timely manner

2.6	Actively participate in multi-disciplinary meetings with other services and professionals, to raise awareness of Connect to Work and maintain joint decision making
2.7	Meet and exceed job outcome targets for service users, contributing to performance targets and fidelity reviews

3	DIMENSIONS
3.1	Annual financial accountability • None
3.2	Line management accountability • Nature of line management ➤ 0 • Number of staff line managed ➤ 0

4	ROLE ACCOUNTABILITIES
4.1	Self-manage own rotating caseload of up to 20 active participants at any one time, who are currently off work / unemployed and who wish to return to work
4.2	Ensure project participants meet eligibility and suitability criteria as required by contract compliance
4.3	Engage and motivate clients to overcome barriers to entering the workforce e.g build confidence, self-esteem and resilience, using wellbeing toolkits where appropriate
4.4	Maintain a professional relationship with the service users of the programme and with key internal and external stakeholders, with attention to confidentiality and the maintenance of boundaries
4.5	Develop effective working relationships with a range of external agencies who can help individuals to access training opportunities relevant to their employment goal, for example, local colleges, training providers and external supported employment services
4.6	Advocate the benefits of Connect to Work
4.7	Discuss goals for employment with individuals who are referred to the Connect to Work service; action planning and completing action plan reviews to ensure focused and purposeful activity.
4.8	Prepare individuals for a return to work by supporting service users to understand their skills, aspirations and goals through vocational profiling and in work support planning
4.9	Build a multi-agency approach to support people to return to work. For example, involve clinical staff (where relevant) in managing symptoms at work, medication reviews and supporting rehabilitation needs e.g. social skill development, budgeting, travel training etc
4.10	Focus on rapid job search with the service user, whilst utilising local support networks to help them overcome their barriers to employment
4.11	Source job opportunities for service users through tailored job search and regular employer engagement.
4.12	Spend time getting to know local employers, to build relationships and negotiate job opportunities that meet everyone's strengths, needs, abilities and preferences
4.13	Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention
4.14	When placing service users with employers, ensure that the quality of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills
4.15	Provide individualised support to service users once they have returned to work to assist them in

	sustaining employment
4.16	Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services
4.17	Explore 'job carving' i.e. carving small slices of work from the duties other staff do not have time to do
4.18	Participate in the field mentoring process with line manager to reflect on and develop practice
4.19	Follow Connect to Work processes to maintain a high-fidelity score and be part of the fidelity review process
4.20	Gain client feedback by ensuring that 100% of clients leaving the service are given the online feedback QR code/ link or the paper feedback form
4.21	Adhere to administrative and data capture protocols, ensuring accurate and timely recording of information on electronic, which record the progress of individuals
4.22	Identify and assess risk to ensure risk is minimised
4.23	Attend regular team meetings
4.24	Use customer management system in line with project requirements, ensuring records are kept accurately and up to date

5	PENTREATH ACCOUNTABILITIES
5.1	Values All employees and volunteers will always actively and positively demonstrate Pentreath's values
5.2	Equality, Diversity and Inclusion Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
5.3	Client Experience Drive to continually improve client satisfaction and maintain a clear and consistent focus on delivering outstanding client experience
5.4	Information security and governance Manage information in line with Pentreath's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance
5.5	Safeguarding Maintain awareness of Pentreath policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
5.6	Health, Safety and Wellbeing Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with Pentreath policy and procedures

6	PERSONAL DEVELOPMENT
6.1	Remain compliant with mandatory training
6.2	Identify own training needs
6.3	Identify own support needs
6.4	Identify own professional and personal development needs through regular supervisions and yearly appraisal
6.5	Undertake training in the IPS principles approach

7	OTHER DUTIES
To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work, which is not specifically referred within this document. Such duties however, should not normally exceed those expected of an employee at that grade.	

8	ADDITIONAL INFORMATION
Disclosure and Barring Service (DBS) check The client group for this role are 16 years old and upwards. This role is eligible under the exceptions to the Rehabilitation of Offenders Act. This role requires the postholder to work in regulated activity with persons aged 16 and over, therefore requiring the successful candidate to complete an Enhanced (DBS) Check with Children Barred List on acceptance of a post. Community working This role is a field working role requiring daily travel according to client need and location. Work hours Usual Pentreath working days are Monday to Friday 8.30 – 4.30 or 9.00 – 5.00. We can be flexible with working hours if it meets project and business need. Some flexible working outside of these hours may be necessary to meet the need of the project. Some weekend working by prior arrangement may be necessary for this role. Using a personal vehicle for work is essential It is a requirement of the role. Full driving licence, access to and use of a vehicle for work purposes is essential for this role. Evidence of driving licence, insurance with business use, valid vehicle road tax and valid MOT certificate for vehicles over 3 years old. Mileage Expenses can be claimed for any distance travelled for your work over and above your daily commute to your contracted work base. Remuneration All members of staff are paid on the 25th of every month, or the Friday which falls directly before should this date be on a weekend or bank holiday. Pay is paid directly into the employee's bank account. Leave Annual Leave entitlement for a full time member of staff is 6.6 weeks paid leave per year including bank holidays (pro rata for part time)	

This job description will be subject to annual review and amended as appropriate to meet the changing needs of Pentreath Ltd.

Person Specification Competencies, Other Requirements and Essential Behaviours		Essential	Desirable	Recruitment and selection
Qualifications				
A	• Good educational background (GSCE English and Maths equivalent) • Level 3 in Information, Advice and Guidance (or willing to work towards) • Mental Health First Aid qualification (or willing to work towards)	X		Application Form
	• Trauma informed practice • Coaching Conversations • Understanding Mental Health level 2 or above		X	

Experience				
B	Person Centred Working • Working positively with people facing complex social and emotional challenges or a similar service user group • Working in a fast paced, people centred role • Working on your own and as part of a team	X		Application Form / Interview
C	Contract compliance • Submitting electronic documentation to deadlines • Meeting key performance indicators/targets/ • Prioritising tasks and delivering focused activity	X		Application Form / Interview / Skills Test
Knowledge				
D	Mental health • Mental ill health, emotional distress • Challenges faced by those living with mental ill health • Value of meaningful activities to support emotional wellbeing • Value of employment to support emotional wellbeing	X		Application Form / Interview
E	General policies/procedures • General Data Protection Regulations • Professional boundaries • Maintaining confidentiality • Key aspects of safeguarding • Equality, diversity and inclusion	X		Application Form / Interview
F	Local • Health services • Social support • Community groups • Labour market	X		Application Form / Interview
Skills				
G	Interpersonal, communication and social • Communicate complex and sensitive information effectively by telephone, email, and face to face • Confidence to regularly approach and create relationships with employers • Active listening, empathy and provide person-centred support • Build meaningful connections with others based on trust and mutual respect • Empower user involvement	X		Application Form / Interview
H	Processes • Follow legal, ethical, professional and organisational policies/procedures and codes of conduct • Confidence in learning new processes and systems • Proficient in the use of IT and systems such as Microsoft Word, Excel, Teams, Outlook, and the internet	X		Application Form / Interview / Skills Test
I	Dependability • Sustain a high level of resilience and consistence • Ability to work autonomously away from your line manager	X		Application Form
Other requirements				
J	Driving A full driving licence and access to a personal vehicle insured for business	X		Application Form

	use is an essential requirement of this role. <i>Successful candidates will be required to provide evidence of driving licence in current address, vehicle insurance with business use, and a valid vehicle road tax and valid MOT certificate for vehicles over 3 years old at the start of employment.</i>			
K	Home working	N/A Not required in this role		
Essential Behaviours				
L	Approachable - You are a good listener and communicate clearly, with diplomacy and tact - You are honest and empathetic with a can-do attitude and strong work ethic - You are punctual, consistent and stay calm under pressure - You support and show consideration for others			Application Form / Interview
M	Inspiring - You build professional, trusting relationships with clients, colleagues and external partners - You demonstrate strong teamwork skills to achieve shared goals - Your own actions and conduct align with company values - You take ownership of your work and responsibility for your personal development			Application Form / Interview
N	Empowering - You can receive and provide constructive feedback. - You work autonomously but also accept direction and supervision - You plan and organise your workload, self-managing your time effectively - You acknowledge errors/mistakes and play your part in addressing them			Application Form / Interview
O	Inclusive - You acknowledge the different ideas, perspectives and backgrounds of others - You listen to the views of others and seek them out - You appropriately challenge unhelpful behaviours - You contribute to a positive and healthy workplace culture			Application Form / Interview
P	Knowledgeable - You are proactive and use critical thinking skills to solve problems - You share information and expertise with others - You are adaptable and respond constructively to change - You are attentive to the needs of clients, delivering an exceptional service			Application Form / Interview

