

The Role of Jobcentre Plus Work Psychologists in Helping People with Health Conditions Retain or Move into Employment

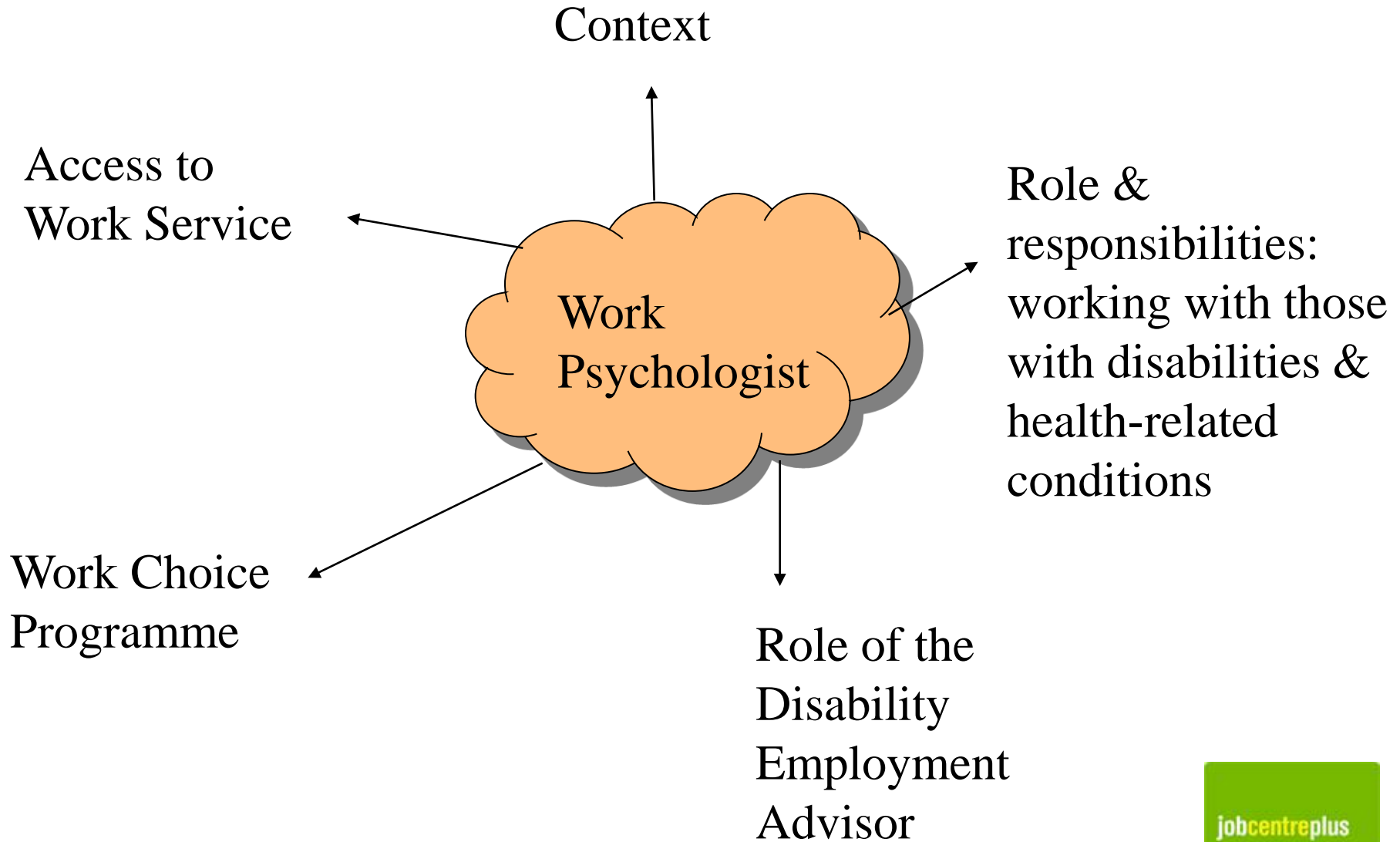
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Scotland



Including Jobcentres and
social security offices

Session Aims: To provide information on...



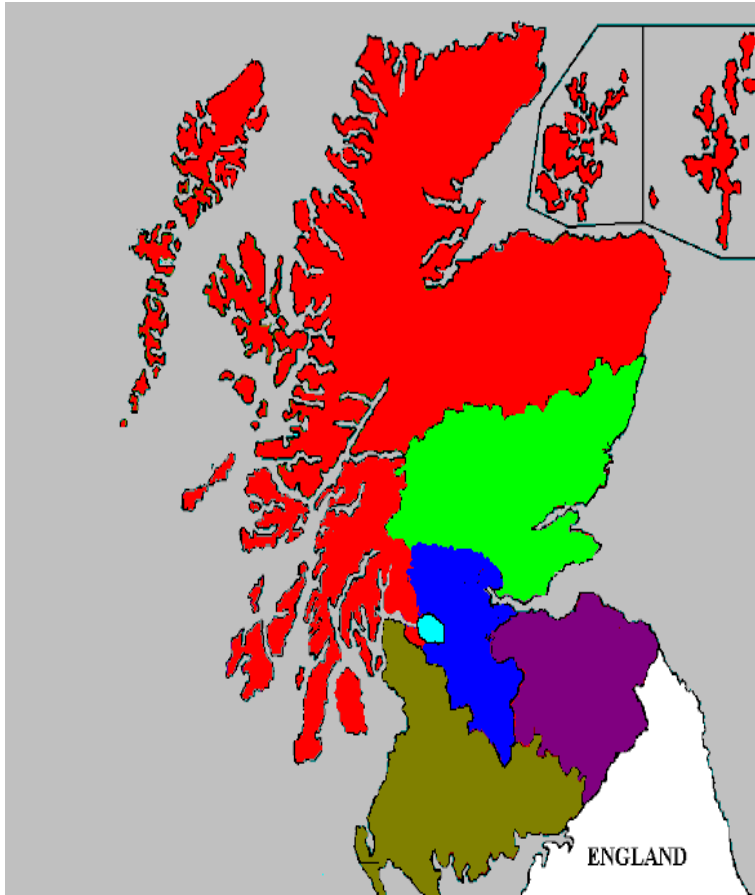
Context

- Jobcentre Plus (JCP) as part of the Department for Work and Pensions (DWP)
- JCP aim is to get more people into work, help employers fill their vacancies and provide people of working age with the help and support to which they are entitled
- JCP aims to achieve this by:
 - Helping unemployed and economically inactive people of working age move closer to the labour market
 - Provide appropriate help and support for those without work
 - Promote work as the best form of welfare
 - Encourage employers to open up more opportunities to jobless people, while helping them quickly fill their vacancies and address key skill needs

What is Work Psychology?

- Amalgamation of occupational/business psychology and health psychology
- Concerned with the performance of people at work and in training, with developing an understanding of how organisations function, and how individuals and groups behave at work
- Gain a better understanding of knowledge skills, abilities and interests to assist disabled, disadvantaged and those with health conditions, find and sustain work or training opportunities
- Identify and help manage barriers to progression
- Achieve good job satisfaction and motivation

Work Psychologists in Scotland



- Team of 9 Work Psychologists in Scotland
- Directly support disabled people, those who are disadvantaged and those with health conditions progress towards work
- Indirect customer support e.g. adviser coaching & mentoring
- Employers

Customer Work

- Referrals – majority via the DEA
- One-to-one employment assessment interview
 - Client-centred counselling
 - Solution focused approach e.g. “What’s been going well?”
 - Private and confidential
- Psychometric testing (if required): administer, score and interpret results
 - Identify areas of strengths
 - Help establish what might be a good job-person fit
 - Explore reasons for difficulties e.g. dyslexia, literacy problems, cognitive issues

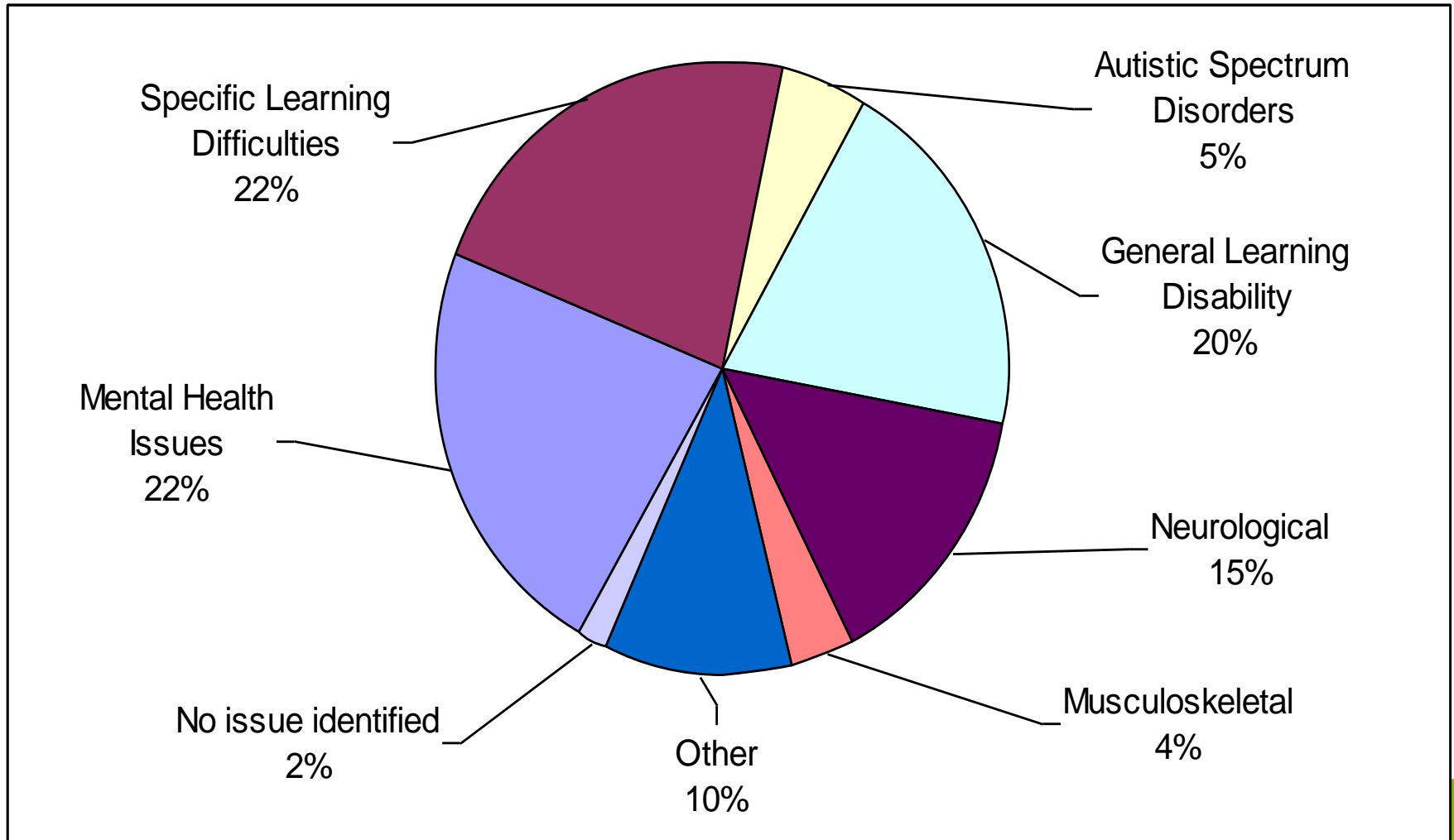
Psychometric Testing

- Example of when testing may be appropriate:
 - If the desired job role requires a certain level of basic skill e.g. literacy or numeracy and there is no pre-existing evidence of the customer's ability in these areas
 - If a customer, who is actively seeking work, is referred for a dyslexia assessment as their difficulties are creating a barrier to the job searching activity or their chosen work goal
 - If the customer wants to work but has no idea of the type of role they would like to do or be best suited to
 - If a customer's work or job seeking abilities appear to be affected by a change in their cognitive abilities e.g. memory functioning

Employment Assessment Outcomes

- Written report produced detailing outcome of employment assessment process
- Suggestions of how to progress customer forward including adjustments, strategies and approaches that would allow customer to perform effectively and efficiently at work include:
 - implementation of specialist equipment via Access to Work
 - signposting to further provision
- Report to customer, referrer and with customers written consent, to third parties e.g. GP, Social Services, Clinical Psychology or other partners involved in the customers care

Customers' Primary Presenting Issues



Indirect Customer Support

- Support advisers in their work with customers by:
 - Case conferencing
 - Consultancy
 - Upskilling and developmental training e.g. increase knowledge of Specific Learning Difficulties e.g. dyslexia, dyspraxia etc
 - Adviser coaching and mentoring
 - Bespoke project and research activities e.g. community outreach adviser teams workshop

Role of Disability Employment Advisor (DEA)

- Provide support & advice to customers with a health condition or disability, irrespective of benefit including those who:
 - Have a new health condition or one that has significantly worsened
 - Have had to leave a job due to a health condition and are unclear on the effects of their health on their ability to work
 - Are currently unemployed or are at risk of losing their job due to a health condition or disability
 - Liaise with employers
- Various signposting pathways including Work Choice Programme, other appropriate provision or services or referral to Work Psychologist

Work Choice - Background

- New pan-disability programme for customers who face disability-related barriers for work
- Replaced Workstep, Work Preparation and Job Introduction Scheme
- Starts 25th October 2010
- Provided by Prime contractors who are expected to sub contract to specialist organisations

Work Choice – Three Modules

- Module 1 – work entry support
- Module 2 – short/medium term in-work support
- Module 3 – longer term in-work support

Access to Work

- Work closely with employer to identify & source equipment or other solutions that will support the customer in their work environment e.g.
 - Provide BSL interpreter for a deaf person attending an interview
 - Financial support with travel arrangements to and from work if they have mobility problems and are unable to drive or use public transport
 - Identify and contribute toward special aids to assist customer do their job e.g. voice-to-text computer software
 - Contribute towards cost of adapting premises to make it accessible for a disabled person
 - Provide a job coach or support worker to provide practical support for the customer
- Close working links with WP e.g. WP advice of customer at risk of losing their job, assistance in interpreting specialist reports e.g. from Clinical Psychology

Employment Retention Cases

- Support for individuals currently experiencing difficulties in the workplace
- Referral from either employee or employer; collaborative agreement essential
- Work with employer, employee and partners e.g. HR, Occupational Health, line manager etc
- Intervention may involve task/role analysis, workplace observation etc to identify current methodologies and practices
- Solutions may include specialist equipment, adjustments to roles and responsibilities, job redesign or redeployment

Case Study

- Dyslexia assessment request from DEA
- Review appropriateness of referral
- Customer interview scheduled
- One-to-one employment assessment interview to consider work-related difficulties
- Psychometric tests administration, scoring and interpretation
- Verbal feedback to customer of testing outcomes
- Written report of suggested support strategies, approaches and equipment

Question Time



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