

Advanced Class in Job Retention Skills

Training Course Outline



Testimonials from Job Retention Case Management

"I think the course was bang on, really appreciate how easy it was to ask questions"

"Always inspiring how passionate you all are, and will pass this on to my colleagues"

"Thank you so much for a fantastic course, loads of really useful info so we can use to support our clients"

"Very relevant, appropriate and applicable—will help us re-vamp our job retention service. Their passion for retention is clear."

"Found listening to your experience really helpful. Loved the visual analogies. Really appreciated it all"

In association with



Course Summary

Following on from the successful Two Day Course in Job Retention Case Manager skills, this one day advanced skills class has been designed to meet the needs of those who are working in job retention services, and are wishing to enrich their skills and knowledge yet further, in order to help them to meet the challenges of how best to support clients in the post-recession workplace.

This course will be invaluable for **IAPT Employment Support workers, Employment Advisors in secondary care mental health services and in voluntary sector services.**

Duration

One full day
6 hours CPD (actual training time)

Summary of Content

Support for Specific Conditions

This class will deliver practical strategies and best practice advice on specific conditions and problem scenarios commonly encountered:

Supporting Clients with Fibromyalgia and Chronic Fatigue Syndrome

Supporting Veterans with PTSD

Supporting Clients with Dementia

Support for Specific Conditions Cont.

Clients with a 'fight reaction' to stress

Domestic Violence and Job Retention

Employment Law Specialist Skills

The Role of the Employment Advisor in Brokering Settlements

Designing Your Service to Maximise Capacity

For an in-depth look at how this training looks at Support for Specific Conditions and other course content please see page 2-3 of this document

Training Dates:

10th November 2017

Location:

St Albans, London

Cost:

£145+VAT. Discounts available for group bookings

[Click here for Trainer Biographies, more info and online booking](#)

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Course Summary – Sessions Details

Please see detailed information on the **Support for Specific Conditions** and other content below

Supporting Clients with Fibromyalgia and Chronic Fatigue Syndrome

Less than 1 in 10 people with these conditions are in full-time work.

Only 14% are in part-time work, education or training.

We will explore ways in which this situation can be improved through the delivery of integrated support.

We will demonstrate how employers can be better informed about these conditions and be supported to make the reasonable adjustments necessary to create and/ or sustain employment.

Supporting Veterans with PTSD

It is not uncommon for this client group to lack insight or be in denial of having a mental health problem and the first signs that things are not right are significant changes in behaviour in the workplace. There may be problems caused by the client self-medicating with alcohol and drugs. The employer may have used disciplinary measures to try to curb aggression and even violence.

We will explore the cultural issues the veteran experiences when re-entering 'civvy street'.

We will look at the support available for an integrated approach to what is often a complex situation.

Map out the importance of creating a work environment which alleviates emotional triggers.

How to educate employers and trade union reps to be able to respond effectively to this condition.

Supporting Clients with Dementia

As the retirement age is continually receding and this condition appears to be becoming more common, employment advisors are facing this issue more frequently. Evidence suggests that the longer individuals diagnosed with dementia can be supported to sustain their employment, the slower their decline.

We will examine case studies that emphasise the importance of:

Integration of employment support with clinical support

Reasonable Adjustments centred on reality orientation

The importance of routine tasks

The key role played by mentors and job coaches.

Clients with a 'fight reaction' to stress

Some of our most challenging clients find it difficult to accept responsibility for their own actions, are in a perpetual state of reactivity, and lack insight into how they come across to others.

We will teach some cutting edge techniques the case manager can recommend to the client to reduce their reactivity, and focus on key points necessary to enable the client to re-connect to their workplace. This will include:

The importance of Client Contracts

Workplace Assessments

Brokering appropriate therapy

Using the Drama Triangle to bring insight to fraught workplace relationships

Reasonable Adjustments

Domestic Violence and Job Retention

It is not uncommon for the employment advisor to become the first person to whom the client discloses such information. The victim's independence and a chance to build a new life can be dependent upon their capacity to sustain their employment. We will explore issues around Disclosure and Safety at Work, and local networks of support.

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Employment Law Specialist Skill

The Role of the Employment Advisor in Brokering Settlements

A settlement agreement is a legally binding agreement between an employer and an employee. Usually, the employee accepts a sum of money in return for agreeing not to bring certain legal claims against the employer. These settlements are very common and there are growing opportunities for JR case managers to broker early settlements on behalf of clients in the line of their everyday job retention casework.

We will be focussing on the key issues necessary to help and assist JR case managers to explore:

What Settlements are -

Waiving your employment rights
What is the effect of a valid severance agreement?
What goes into a severance agreement?
Legal advice and costs

When to use them –

Early intervention/resolution
On-going workplace disputes
Breakdown in working relationships
Who proposes them?

How to Negotiate –

How to end the employment relationship constructively
What does 'without prejudice' mean?
Timescale for discussions and payment arrangements
What if a settlement can't be reached?

ACAS Involvement

Case Studies

Designing Your Service to Maximise Capacity

Employment Advisors are working at peak capacity to meet the referral rates of job retention clients into their services. It is vital that services can be configured in the most cost effective and economical way, to ensure that employment advisors can still offer a meaningful service that meets client needs.

We will present a 4 tier delivery model that has been proven to optimise the scarce resources of employment services. This involves:

- A client focused website – what key information needs to be available
- A Phone Call – the one telephone conversation approach for advice and signposting
- One meeting / One Letter – how to get the most out of one face to face meeting, what information to gather, and what to write in an 'open summary' letter for the client to share with their employer (examples provided)
- Hands On Case Management – keeping it focused 3-6 sessions.