

Job Retention Case Management Training

With
Roger Butterworth & Dave Costello

Training Information Brochure

About Job Retention

One of the key recommendations from the recently published Dame Carol Black's Government Briefing Document, *Working for a Healthier Tomorrow*, was the calling for:

"...pilots of Fit for Work services based upon case-managed, multi-disciplinary support for patients in the early stages of sickness absence, with the aim of making access to work-related health support available to all – no longer the preserve of the few. Pilots should test various models of service delivery, including variations in the mix of providers from public, private and voluntary sectors."

A variety of providers were selected in 2009 and Fit for Work service pilots commenced in early 2010. This is just one of the routes through which job retention services are now potentially becoming more available to individuals experiencing mental health problems and at risk of losing their jobs.

IAPT (Improving Access to Psychological Therapies) Services have also now moved into the third phase of their national rollout, making access to an employment advisor easier for individuals going to their GP when they experience common mental health problems. IAPT is equally concerned with employment as well as clinical outcomes, and builds upon the concept of 'work as prescription', that gaining or retaining employment is as important for securing and maintaining good mental (and physical) health as any other therapeutic intervention.

In addition, staff from private and third sector specialist Employment Support Services, and more generally, secondary care mental health services staff are realising the importance of being able to effectively support their clients to remain in jobs. The recession has made this even more crucial, given the competition for job vacancies. Staff working in the job retention arena need to be able to develop the unique skill sets to be able to undertake this work effectively, not least to be able to liaise confidently and meaningfully with employers.

There is clearly a need for services to be evidence based. A Delphi study undertaken by Nottingham University in 2009 identified the skills required by case managers, and Case Management as the most appropriate delivery model to base such services upon.

The Trainers' Experience

Roger Butterworth and Dave Costello were the project manager and lead clinician respectively of the *Job Retention Team Avon* pilot programme in 2002-3, a national pilot funded by the NHS Executive, Avon and Wiltshire Mental Health Partnership Trust and the DWP, whose aims were to identify the most effective means of supporting both employees and employers when staff became ill. The project was based in Primary Care, thereby enabling GP's to refer patients to the service when they had been signed off sick from work, or were at risk of being so. The pilot programme was a resounding success – valued by patients, GP's and employers - and was quoted as an example of good practice in the Social Exclusion Unit Report, June 2004.

Job Retention Comes of Age

Since that time, Roger and Dave have distilled their learning, experience and expertise from both the national pilot and subsequent work into a two-day training programme in Case Management in Job Retention. The programme has already been delivered to some 600 clinicians and employment support specialists in some 30 Trusts around the UK, and demand for such training is at an all time high, particularly currently amongst IAPT professionals.

Job Retention services are the natural bookend to the development of IPS models of supported employment. Mental Health Trusts up and down the country are now rightly re-focusing their services around better supporting clients to regain and maintain valued work roles. It is recognised that social inclusion and employment are significant determinants of good mental health.

Helping a person to maintain their existing job during times of recession also makes more sense – it's far easier than helping someone re-enter the job market once they have lost their job.

“The journey to exclusion often begins in the very services that are supposed to help people. The role and purpose of mental health services must be re-thought with much more emphasis put on preventing people losing their jobs, their relationships and their place in society”

Angela Greatley, Chief Executive, Centre for Mental Health

What does the training programme cover?

Roger and Dave appreciate the need for clinicians and employment support workers to be able to quickly and effectively begin to put such training into

practice. There is therefore a strong emphasis upon a *practical approach*, with attendees gaining not only a thorough grounding in all aspects of delivery of effective job retention services, but also to come away with a ready to use 'service toolkit', including assessment tools, letter and report templates, and practical advice sheets to give to clients.

Course Content for Two - Day Training Schedule

In addition to receiving a comprehensive training manual to take away to ensure consolidation of learning, trainees acquire knowledge, understanding and skills via a mixture of lecture, role play and experiential group work paced throughout the two days training. The facilitators encourage opportunities along the way for participation and discussion, in order not only to share their own knowledge, but also to make the most of existing skills and expertise in the room.

Sessions include:

Why Job Retention?

- Origins and Evidence
- The Avon Model
- Recovery and Inclusion
- Recent Governmental Drivers
- IAPT and Fit for Work Services

Mental Health Promotion in the Workplace

- Engaging Employers in the Job Retention Process
- Cost benefits to an employer for investing in a healthy workforce
- Workplace Stressors – the HSE Model
- Individual and Organisational strategies for reducing stress at work
- Relevant Employment Law

Introducing the Case Management Approach

- Case Management Model
- Whole Person Assessment
- Integrating therapy into job retention
- The employer as client
- Workplace Assessment
- Designing a graded return to work
- Workplace Adjustments

Peer Supervision Process

- Introducing new ways of supporting each other

Therapeutic Interventions

- Effective therapeutic interventions – an overview of useful tools for clinicians and non clinicians to use with clients to help them regain health and develop resilience
- Value of the biopsychosocial approach in mental health
- Working smarter – recommendations for improving ways of managing workplace stress
- Solution Focused Approaches in job retention

Mediation Skills

- When to consider mediation – better than litigation
- Conflict resolution
- Structure of mediation session
- Role of case manager
- Opportunity to engage in a real life mediation case study

The Equality Act 2010 and relevant Areas of Employment Law

- Definitions of Disability
- Employer's Duty of Care
- Reasonable Adjustments
- Case studies and examples
- Other relevant aspects of employment law

Case Studies

- Applying principles, interventions and strategies learnt during the training, using real case histories.

Who will benefit from this training?

Any staff from the private, public or independent sector keen to acquire practical skills and knowledge in job retention. This training is highly relevant for Employment Support Workers, Job Coaches, and Vocational 'Bridge Builders'. This training will also compliment your skills if you are an Occupational Therapist or other health professional, keen to develop expertise in re-focusing your services towards employment.

This training is particularly appropriate for IAPT workers and Employment Advisors in primary care settings, who are looking to gain expertise in supporting people back to work after experiencing mild to moderate mental health conditions. From the private sector, Human Resources Managers and Occupational Health staff will gain valuable skills and knowledge of how best to support their organisation's employees who have developed stress or mental health conditions.

“OT’s are experts in doing, helping people to develop skills and overcome barriers in order to engage them in activities that support their development, maintain good mental health and promote social inclusion. For example, the OT can lead on job retention and return to work programmes or environmental adaptations in the home or the workplace”

Recovering Ordinary Lives - the strategy for Occupational Therapy for the next 10 years COT 2006

Some comments from those who have attended this training:

“This course has really helped me gain confidence in communicating more effectively with employers and negotiating adjustments for my clients. Thank you!” – IAPT Employment Advisor, Leeds.

“This training has been instrumental in giving us a clear model of delivery for our service” Fit for Work Service Pilot Manager, Staffs

“Absolutely excellent – very inspiring” – Occupational Therapist, Nottingham

“This was a powerful, nurturing, challenging and rewarding experience” – Mental Health Service Manager, London

“This course has given me a greater understanding & knowledge of what I should be doing” – Occupational Health Nurse, Wales

“Very informative, lots of ideas and sharing” – H.R. Director, Wales

“People from many different professional backgrounds have acquired some of the skills and knowledge that are needed, but this is specialist work that crosses traditional professional boundaries and, in addition, requires communication and negotiation skills that do not appear routinely in professional training courses, particularly with regard to the interface between health and work.”

Delivering Job Retention Services, Centre for Mental Health Briefing Paper 2009

More about the Trainers

Roger Butterworth FRSA

Roger has been involved in mental health for over 30 years. After developing vocational services for people with mental health problems in the Avon area and gaining Beacon status for AWP NHS Trust, he co-ordinated a successful job retention pilot, supported by the NHS Executive and the DWP. In 2004 he initiated a major ESF funded programme in Wales – Healthy Minds at Work – which explored multi-agency approaches to preventing stress and mental ill health in the workplace. Roger continues to be engaged in developing and supporting job retention services UK wide, and is co-ordinator of the London and South East Network for Job Retention, supported by the SCMH. He is currently conducting a national survey in job retention activity with specific reference to IAPT Services.

Dave Costello BA (Hons) Dip COT DCHyp:

Dave has worked as an OT for 20 years in mental health, and has been in independent practice since 2004, mainly involved in the arenas of mental health and vocational rehabilitation. After working as the lead clinician for the above pilot, he has, in partnership with Roger, delivered Job Retention Case Management Training throughout the UK. Dave has also recently been assisting employers to develop better mental health promotion strategies for staff, and has developed 'Work-place Facilitator' Training for, amongst others, Swansea Borough Council & Dyfed & Powys Police. Dave has worked as a case manager in both the public and private sectors, and has designed and delivered Condition Management Programmes for Depression. Dave is an associate of both AMCAN and KMG Health Partners Ltd, delivering vocational rehabilitation, job retention and employee support in both England and Wales. He is also a guest lecturer in OT at the University of West of England.

For Further Information:

Training can be held for between 8 and up to 24 staff per one two-day event, anywhere in the UK.

Please contact us for further information if you wish to discuss training for your own organisation or team, or are keen to host a training event in your own locality, and invite partner organisations.

Please contact us if you wish to make an individual enquiry and would like to be informed of training events in the near future that you may be able to attend.

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