

ROLE PURPOSE: Work Psychologist

The role requires Work Psychologists to assess and evaluate customer 's problems through the use of a wide range of techniques to assist individuals overcome problems and barriers impeding their ability to work e.g. individuals with mental health disorders / learning difficulties.

The aim is to focus on emotional, social, vocational and behavioral developments to provide customer s with the support they need to overcome their difficulties and proceed to have satisfying and safe work lives.

Key Focus	Key Performance Indicators
Clinical Requirement / Responsibilities	<ul style="list-style-type: none"> • Able to accept clinical reasonability for a designated caseload of customer s ensuring that resources are allocated in a effective way depending on the needs of the customer s • Assess customer s emotional, social and behavioral needs by working directly with them and observing and consulting with a multi disciplinary team to advise on the best approaches and provisions to support their development • Encourage customer s to talk about issues and experiences which they feel that they cannot normally share with others • Challenge any inconsistencies in what customer s say or do • Help customer s come to their own conclusions and assist empower them to make their own choices • To design and administer therapeutic and behaviour management programmes • To develop and administer courses to address specific barriers to employment • Write reports on observations and make formal recommendations, including formal statements and evaluations of customer progress • It is vital that all recommendations are based on sound psychological evidence and a risk assessment of the customer s own environment and situation • Utilise a range of verbal and non-verbal tools / strategies to communicate information effectively to both customer s and to colleagues in a simple manner which leads to a clear understanding of rehabilitation requirements • Make use of motivational techniques in order to motivate and persuade customer s to engage in the employability and rehabilitation process • Work Psychologists could be also be required to collaborate with employers to ensure that a complete and successful transition back to back is achieved • Use investigative and analytical skills to formulate and manage the rehabilitation in a dynamic and effective fashion • To act as a consultant to the multidisciplinary team providing knowledge, support and guidance to ensure that customer s benefit from a coherent and holistic service • Where Work Psychologists work with people with mental health disorders or learning disabilities, they prepare these people to return to as full a life as possible in the community. This may involve working closely with Occupational Therapists in order or to develop behavioural programmes linked to specific employability related outcomes • Ensure that Work Psychologist keep up to date with the latest developments in the field and feed these in to the practical work where required.

Core Values	<ul style="list-style-type: none"> • Have a high level of respect and appreciation of people's individuality, leading to the promotion of personal identities of customer s. • Have strong commitment to delivering the best practice possible which is underpinned by sound theory and evidence • Confident in dealing with conflicts and be able to defuse potentially volatile situations leading to positive outcomes • Able to impart difficult and unwelcome information regarding outcomes with the aim of suggesting a strategy for development • Have strong listening skills in order to understand customer s needs, values, interests and aspirations
Professional Ethics	<ul style="list-style-type: none"> • Ensure that professional ethics are followed in accordance with professional bodies such as the British Physiologists Association (BPA) • To comply with all health, safety and risk assessment procedures • To respect the individuality, values, cultural and religious diversity of customers and contribute to the provision of a service which is sensitive to their needs
Communication	<ul style="list-style-type: none"> • Makes use of the ability to develop a rapport with customers / customer s and demonstrate understanding to their individual situations. • The capability to work in a collaborative manner in order to assist with achieving customer s work related targets. • Adapt communication style to meet individual requirements.
General	<ul style="list-style-type: none"> • Deliver any other reasonable adhoc requests from line manager • Flexible to needs of the service provided and to the needs of the team

Judgement/Decisions

- Identify specific psychological barriers to employment work closely with customer s to overcome these barriers
- Work with Occupational therapists to identify occupations which are most suited to customer s given barriers identified
- Monitor and analyse the progress of customer s and adjust strategies to suit

Role related knowledge, skills, qualifications and experience required

- MSc in Psychology (or equivalent)
- Ideally a minimum 2 years experience post qualification
- 1 – 3 years careers advice experience
- Experience of supporting mentally and emotionally distressed customers back into working life
- A non-judgmental outlook and a willingness to work with all kinds of people;
- Excellent observation and listening skills;
- Patience, tolerance, and sensitivity;
- An understanding of own attitudes and responses;
- An appreciation of confidentiality issues.
- Awareness of equality and diversity issues
- Good creative and practical skills;
- Strong decision-making and organisational skills;
- The ability to explain, persuade, encourage and build confidence
- Strong relationship-builder, both internally and externally
- Strong organisational skills and ability to be dynamic
- Calm under pressure and innovative
- Able to self motivate