

WorkPlace Leeds

Job Retention Support Model

Fiona Devenney

&

Vanessa Lendzionowski

Managers



WorkPlace Leeds
Employment • Job Retention • Training



What is WorkPlace Leeds?

- Specialist mental health employment and job retention support service based in Leeds
- A partnership between 3 local charities: Leeds Mind (lead partner), Touchstone & Community Links
- Funded primarily by CCGs, Leeds City Council ASC and Positive Pathways Housing Service



WorkPlace Leeds
Employment • Job Retention • Training



Our Mission & Values

Mission

‘Welcoming and enabling people with mental health difficulties to gain and retain employment, whilst challenging perceptions’

Values

Inclusion
Collaboration
Aspiration
Respect
Excellence



WorkPlace Leeds
Employment • Job Retention • Training



Foundations

- Built on 20 years mental health employment support experience
- Recognised by Sainsbury Centre for Mental Health as virtual 'Centre of Excellence' in 2010 after piloting IPS model
- Team expanded over last 3 years from 10 staff to now 33 staff and 6 volunteers due to demand and reputation



WorkPlace Leeds
Employment • Job Retention • Training



National Drivers

No Health Without Mental Health (2012)

- * Key objective: 'More people will recover' - specifically through work

Realising Ambitions (2009) + Work, Recovery & Social Inclusion (2009)

- * Evidence base for IPS
- * Importance of work for wellbeing
- * 14% of secondary mental health users in employment
- * Up to 90% want to be employed

Health at Work (Black & Frost, 2011) + Fitness for Work (DWP, 2013)

- * Recommendations for effectively managing and minimising absence through job brokering, mental health support, employer liaison

We are currently funded ...

1. Employment support service to help improve employment rates people accessing secondary, adult social care, and housing mental health support services
2. Job retention support for people in employment, who are at risk of losing their jobs and are accessing IAPT, specific GP'S and secondary mental health services
3. Group peer support eg Being Well at Work groups and variety peer support workshops
4. IT service gain ECDL, City & Guilds qualifications and general IT skills for work
5. Mindful Employer – co-ordinate and 'lead' for city of Leeds in supporting employers to create mentally healthy workplaces



WorkPlace Leeds
Employment • Job Retention • Training



Referrals into the service

- * Community mental health teams & outpatient services
- * LCC Adult Mental Health services
- * Leeds Mental Health Housing services
- * Leeds IAPT
- * Specific Leeds GPs
- * Access to Work providers.



WorkPlace Leeds
Employment • Job Retention • Training



Job Retention

- * Historically we had delivered some job retention support via our Employment Specialist roles when the need arose.
- * Under new contract we established a team of 4 staff
- * Today have a team of 10 specialists working across the city.



Job Retention Service

- * 18+; In work/employment under threat, facing disciplinary action off sick from work
- * Provides 1:1 support, advice and brokerage to employed people referred from IAPT, specific GP's and secondary mental health services
- * Aims to improve opportunities for individuals to retain their employment despite their mental health issues
- * Works in partnership with health professionals to manage risk and ensure mental health needs are met
- * Provides expert advice to, liaise with employers regarding reasonable adjustments, return to work and absence management



WorkPlace Leeds
Employment • Job Retention • Training



Job Retention continued ...

- * Enables the client to develop strategies and approaches to managing difficulties at work and to maintain their mental health in the workplace.
- * Obtains a Legal Opinion when required
- * Each adviser has a caseload of up to 20 at any one time
- * Service is offered for a maximum 12 months
- * Offer Access to Work Support



Peer Support Workshops & Courses

- * Peer led group work that supports individuals in work and those moving towards work to manage their mental health. Delivered on days and evenings.
- * Peer mentoring partnerships established between individuals who have experienced mental health and are back in work
- * Topics include:
 - * Conflict Resolution, Managing Crisis, Confidence and Assertiveness, Job Fulfilment, Stress Management, Managing Well-Being, Effective Working Relationships, Building Resilience, Being Well at Work



WorkPlace Leeds
Employment • Job Retention • Training



Job Retention GP Pilot

- * Two year pilot taking referrals directly from clinicians in specific GP practices in Leeds
- * Target – support minimum 100 clients per year; 60% to retain employment at 3 & 6 months.
- * GP practices currently working with: **North CCG** – St Martins, North Leeds Medical Practice; **South East CCG** – Bellbrooke, Grange Medical Centre; **West CCG** Windsor House, Thornton Medical Centre, Highfield.



WorkPlace Leeds
Employment • Job Retention • Training



Job Retention Evaluation/Research

Carried out 2014 by Leeds Beckett University- Centre for Health Promotion Research

Key Findings included:

- * **Statistically significant indications of positive service user outcomes as a result of the Job Retention Service , largest changes related to managing relationships at work, awareness of warning signs and triggers, awareness and implementation of coping strategies.**
- * **Clinicians were hopeful services like this would reduce the use of medication or anti-depressants.**
- * **Demand for the service, its unique in Leeds, and service users agreed that generic services were not always appropriate for individuals with mental health difficulties.**
- * **Critical ingredients of success included staff's expert insight of mental health and employment, neutrality, manageable caseloads and the calm and peaceful setting.**



WorkPlace Leeds
Employment • Job Retention • Training



What our clients say ...

- * *I now feel I have a good base to work from and been given the tools I need in order to achieve my goals going forward*
- * *I cannot stress enough how highly I regard my support worker both as an open, friendly person and in her professional approach and understanding as to how my problems affect me and in setting me plans and goals to help with my recovery. She has been, as we both agree, my much needed “critical friend” who is there to point me in the right direction, bolster my self-belief and when required, quite reasonably, point out where I am either undermining myself or show me where my thought processes are contributing to my problems*
- * *I was in a pretty bad place when I was referred to your service and without your help I truly feel I would have gone off work on long term sick leave*
- * *100% clients would recommend our service*



WorkPlace Leeds
Employment • Job Retention • Training



Achievements for Job Retention 2014 - 15

CCG contract

- * Clients receiving Job Retention Support – 153 (target 125)
- * Clients receiving Job Retention Support who retained their jobs –
97% @ 3mths
91% @ 6 months (target 60%)

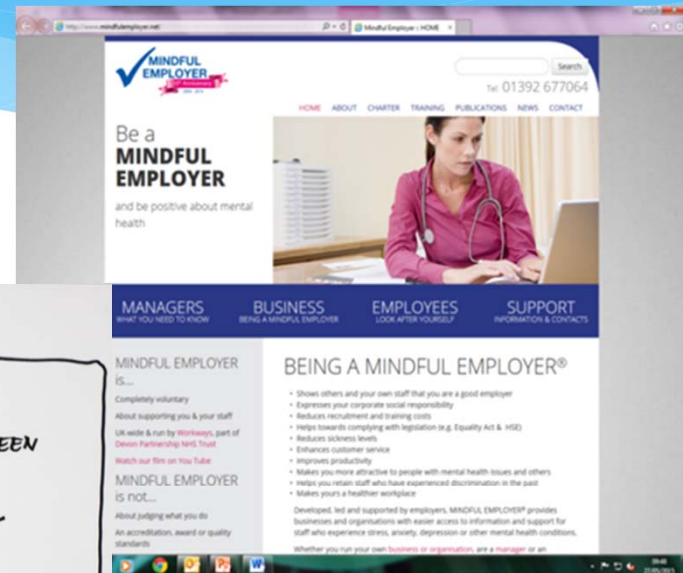
CCG GP Pilot

- * Clients receiving Job Retention Support – 80 (target 125)
- * Clients who received Job Retention support who retained their jobs –
100% (target 60%)



What is Mindful Employer?

- Charter – www.mindfulemployer.net
- Local support
- Network
- Events
- Steering Group
- Mindful Employer officer



Mindful Employer in Leeds

- Leeds Mind is the lead partner for MINDFUL EMPLOYER in Leeds – www.mindfulemployerleeds.com
- Funded by Leeds North NHS Clinical Commissioning Group since 2013
- Leeds Mindful Employer Network holds quarterly meetings to explore topics and share best practice
- Monthly newsletter and website providing resources
- Conference held in 2014 and planned for 2016
- Employer support – tailored to organisations



WorkPlace Leeds
Employment • Job Retention • Training



Who's involved in Mindful Employer?

- The MINDFUL EMPLOYER Network involves over 100 employers across Leeds City region



Case Story

Charlie Robson – Job Retention Specialist

Alison Garner – HR Officer Leeds City College

James Barker – Employee Leeds City College



WorkPlace Leeds
Employment • Job Retention • Training



Contact Us

For more information please contact us via one of the following:



admin@workplaceleeds.org.uk



facebook.com/workplaceleeds



@workplaceleeds



www.leedsmind.org.uk/employment



0113 230 2631