



Employment Advisors in Talking Therapies

Service introduction for new and prospective clients

Ingeus Employment Advisors support people with mental health issues to find, stay in, or return to work after a period of absence. Talking Therapy providers can refer to us at any stage of a person's treatment.

We support people accessing Talking Therapies who are:

- * seeking work or considering a change in job or career (including self-employment)
- * employed and off work due to mental or physical health issues
- * struggling to attend or perform at work, or find motivation to do so
- * not enjoying or finding satisfaction in work
- * feeling a colleague or manager is treating them unfairly in work
- * involved in a HR process
- * unsure of career direction or purpose.

What we can do for you:

Your Employment Advisor (EA) will spend time with you to identify your employment goal and any challenges you are facing and will support you to create an action plan to help you achieve realistic goals. Our Employment Advisors will:

- * Offer a flexible service that is convenient and accessible
- * Deliver a personalised package of support that is tailored to your needs
- * Provide a judgement free and respectful environment
- * Tailor support to help you develop and progress with your goals
- * Keep in regular contact and ensure you can easily contact us
- * Give you access to the tools and information you need
- * Encourage and act on feedback and complaints
- * Protect your personal information

What we ask from you:

- * Keep your appointment with us, and let us know if you are unable to attend as soon as possible
- * Tell us about any changes that may affect your employment, goals, or the support we offer you
- * Let us know if you start or stop work, or if you change jobs
- * Treat our staff and other clients with courtesy and respect
- * Tell us if you need to communicate with us in a different way

Here are some examples of information, advice, and guidance we can offer:

Job search and careers support	Writing a CV, cover letters and making applications	Interview skills and practice
Preparing references	Self-employment advice	Support if your job ends, or if you want to leave
Support with in work issues (like HR processes)	Managing your health in work (and telling employers)	Reasonable adjustments and how to request them
Discussing fears and worries about work	Preparing to return to work or start a new job	Feeling confident and keeping well in work
Setting employment and career goals	Identifying and celebrating skills	Understanding benefits and money matters
Information about volunteering opportunities	Information about career related training	Information about adult education

Onboarding

All referrals to our service are made by Talking Therapy clinicians – if you haven't been referred and would like to find out more please speak to your clinician or office reception.

Once we receive a new referral:

- * We will send a text and/or email (as given by your Talking Therapy provider) to notify you we have received the referral and any estimated wait time.
- * When you reach the top of our waitlist you will receive a text and/or email to notify you of your dedicated Employment Advisor's name, and that they will be in touch shortly.
- * The EA will try to contact you using the phone and email details available from your Talking Therapy provider. They will make at least 3 attempts over the following 2 weeks to try and speak to you.
- * The first contact will be all about getting to know you – your employment situation, any goals you have, and any challenges you are facing in your employment. The EA will also discuss our Privacy Notice and provide you with a copy (this will include information about how we use your data and the Ingeus complaints procedure).

From there, you and your EA will agree a goal and design an action plan to help you achieve it! Our team have a range of tools and resources available to help you (including a digital platform called iWorks) and have great local knowledge to provide a broad and tailored support service for people looking for and in employment.

**Welcome to the Employment Advisors in NHS Talking Therapy service
provided by Ingeus. We look forward to working with you!**

Version Control:

Version	Date	Amendment	Owner
V1	Jul 2025	New document	Ally Campbell (Service Manager)