

Job Centre Services and Work Rehabilitation Summary for employers – Leaflet 11a

Information regarding employment related services, schemes and benefits

This leaflet tells employers about the services that the Social Security Department can offer them. It outlines the schemes available to job-seekers and people returning to work following prolonged illness. It also provides information about how employers can support the Department and summarises conditions linked to employment-related benefits.

The Department is keen for employers to engage with the Job Centre and the Work Rehabilitation team in order to take advantage of the services. In particular, the Department welcomes feedback from employers in respect of the type and content of the training it should arrange for job-seekers. By understanding the needs of employers, the Department can support individuals to improve their chances of making a successful transition back to work.

The Work Rehabilitation team is always pleased to receive an invitation to visit an employer to discuss their staffing needs. To request a visit, please email the Work Rehabilitation team (workrehab@ssd.gov.gg).

This page is intended for guidance only and should not be treated as a complete and authoritative statement of the law.

Contents

Employment-related services

- Job Centre
- Vacancy service
- Job-matching service
- Redundancy
- Unemployment reviews
- Recruitment Grant
- Work trial
- Work experience
- Work Rehabilitation Team
- Post-placement support
- Gradual return to work
- Tick boxes on medical certificates
- Return to work plan
- Professional input

Schemes and services for job-seekers

Community & Environmental Projects Scheme (CEPS)

GOALS

Kick Start

Short-term training

Basic skills training

Other training

Back to Work Bonus

Job start expenses

Voluntary work

Therapeutic work

Other schemes for job-seekers

How employers can support the Department

Employment opportunities

Training

Information

Conditions linked to employment-related benefits

Sickness Benefit

Unemployment Benefit

Industrial Injuries Benefits

Employment-related services

Job Centre

What is it?

The Job Centre takes claims, pays benefit, and offers advice and guidance. It also directs people into work, handles job vacancies and identifies candidates for training schemes. People can also request a meeting with someone at the Job Centre to discuss their circumstances and their employment prospects.

Who is it for?

The Job Centre services are aimed mainly at those people who are registering as unemployed and available for work. However, it also provides advice and guidance on finding work to people receiving other social security benefits.

Vacancy service

What is it?

The Job Centre provides a free vacancy service that enables an employer who is registered with the Department's Contribution Section as an employer to advertise vacancies in the Job Centre as well as on its web pages via the States of Guernsey website (www.gov.gg). The vacancies are updated on a daily basis and can be viewed by clicking on the 'Job Centre' link on the right hand side of this page.

What does it offer employers?

By advertising vacancies with the Job Centre, employers can tap into a large pool of people who have a wide range of skills and experience. Using the vacancy service also demonstrates that an employer is committed to recruiting from the local workforce. Generally, the Housing Department expects employers to advertise with the Job Centre before making an application for a short-term housing licence and may request evidence from an employer that this option has been pursued.

Job-matching service

What is it?

Employers can ask the Job Centre to search for people who have the specific skills or experience required for a particular position. The potential candidates are then put in touch with the employer and arrangements are made for the employer to interview those who are short listed.

Do you have to use it?

If either the Social Security Department or the Housing Department have concerns that an employer is not making enough effort to recruit from the local workforce, that employer may be required to ask the Job Centre to conduct a job matching exercise as part of the housing licence application process. If an employer considers that none of the candidates identified through the job matching process are suitable, they will be expected to demonstrate why this is the case as part of the housing licence application process.

Redundancy

When should the Job Centre become involved?

If multiple redundancies are to be made, it is helpful if employers would liaise with the Job Centre as early as possible. This enables the Job Centre to check entitlements and to visit the workplace to take claims if this is the desired approach. If the Job Centre is involved from an early stage this helps the Department to ease people through the difficult transition from employment to unemployment.

Where can I get more information?

If you are considering making redundancies, please click on the 'Redundancy – Frequently asked questions' link on the right hand side of this page or call the Job Centre helpline on 732508.

Unemployment reviews

What are they?

These are one-to-one meetings that take place between job-seekers and the Department's Employment Development Officer. The purpose of the meeting is to discuss job search activities, provide advice and direction and to agree action plans.

What else does the Employment Development Officer do?

The post holder assists with the development and implementation of employment strategies and also recommends follow-up action on individual claims, including the application of sanctions where deemed appropriate.

Recruitment Grant

What is it?

If an employer recruits someone who has been claiming Unemployment Benefit or Incapacity Benefit for more than six months, a Recruitment Grant may be payable.

What is it made up of?

The Recruitment Grant is paid in three stages over 26 weeks and an additional training allowance element can be claimed if an employer provides detailed information about the training that is to be provided.

How much is it?

The level of the Recruitment Grant payable is based upon the employee's weekly working hours. The current rates can be found on the States of Guernsey website.

How do you claim?

If you are recruiting someone through the Job Centre or through the work rehabilitation service, you should ask the staff involved if you are eligible to claim the Recruitment Grant. If you are recruiting someone through another source and you believe that the person has been unemployed or sick for at least six months, you should contact either the Job Centre helpline on 732508 or the Incapacity Benefits helpline on 732507 to seek advice. However, please remember that the person you wish to recruit will need to provide the Department with an authority to release information about the duration of their claim to benefit.

Once eligibility for the Recruitment Grant has been established, you will be sent (or you can download from the States of Guernsey website by clicking on the documents listed in the download box to the right) the application form and further information about the Recruitment Grant scheme.

Work trial

What is it?

Where a job vacancy exists, a Work trial can give a person the opportunity to demonstrate their ability to perform in the role for up to two weeks. During a work trial, benefit normally remains in payment, which means that there is no expectation placed upon the employer to pay wages during the same period.

What does it offer employers?

A work trial provides the opportunity to assess a person's suitability for the job without having a contractual obligation to employ the person at the end of the trial. However, the Department does expect, as a minimum requirement, the employer to invite the person to interview should the trial be successful. If a work trial is judged by the employer to have been unsuccessful, the Department would expect to receive feedback so that the individual concerned can learn from the process.

Work experience

What is it?

Work experience placements provide valuable learning opportunities and result in people acquiring new or improved skills, increased confidence and greater motivation to re-enter the workforce. Placements normally last up to two weeks but, on an individual case basis the Department might, with an employer's agreement, seek to extend this period in order to take further advantage of a placement which is already proving to be beneficial to the individual concerned. As the main focus of the scheme is to provide learning opportunities, there is no onus on the employer to offer employment at the end of a work experience placement. However, if an employer is keen to offer an individual employment, the employer should raise the issue with the Department so that appropriate support can be put in place for both the employer and the individual. This will help improve the individual's chances of making the successful transition into work.

What does it offer employers?

By providing work experience placements with agreed learning outcomes, employers help people build upon their existing skills, knowledge and experience as part of the overall work rehabilitation process. Often, people who have taken part in work experience placements go on to apply for vacancies within the organisation that accommodated them and the

employer concerned has the advantage of already knowing how the applicant performs in their workplace.

Work Rehabilitation Team

What is it?

The Work Rehabilitation Team provides one-to-one assistance for people who have significant barriers to employment, including disabilities. They provide help, support and guidance to those who have been out of employment for some time, whether through illness, redundancy or personal circumstances. Some people with multiple barriers to employment are referred to occupational psychologists for additional support.

How does it work?

The Work Rehabilitation Team receives internal referrals from the Job Centre and the Incapacity Benefits Section and external referrals from other States Departments and agencies. The one-to-one approach allows the Work Rehabilitation Officers to develop the type of relationship necessary in order to identify and address a range of issues that form barriers to employment. Practical assistance is also provided, such as identifying training needs, developing interview techniques, approaching employers and writing application forms and CVs.

What about job-coaching?

Most employers can gauge in advance the level of training and support that is likely to be required for a new recruit and design their training programmes accordingly. However, if an individual has been out of work for a prolonged period and is likely to have difficulty making the transition into employment, a Work Rehabilitation Officer may offer an employer a job-coaching service. This involves working alongside the individual for an agreed period of time as they learn their job and can lead to the individual becoming productive more quickly than expected.

Post-placement support

What is it?

The Department recognises that its Work Rehabilitation service should continue when a person enters into employment, particularly during the induction period.

What does it offer employers?

By maintaining contact, the Work Rehabilitation Team can help both employee and employer to address any issues that may arise and, therefore, increase the likelihood of the return to work being successful.

Gradual return to work

What is it?

This is a scheme aimed at helping a person return to either their current job or a new job if they have been off sick for at least eight weeks.

Who can do it?

If a person has been off work sick for eight weeks or longer and has their doctor's support, they can try a gradual return to work. They will need the Department's agreement before starting as well as the employer's support.

How does it work?

To cater for the differing needs of people recovering from illness, there are two options:

Option 1 – employed people

Some paid work is allowed over a period of up to eight weeks. Any day worked will not be counted as a day of incapacity and benefit will not be payable. However, any day on which the person does not work can be counted as a day of incapacity and benefit may be payable.

Option 2 – employed and self-employed people

A person may start some paid work on a gradually increasing basis over a period of up to 13 weeks. While the person gradually builds up their hours, benefit stays in payment but this comes to an end when either the hours worked exceed 18 per week or after the expiry of the 13 weeks – whichever occurs first. A self-employed person will be asked to keep a formal record of hours worked and the tasks carried out.

Sample gradual return to work plans are available to download in the box to the right of this page.

NB: Before either option 1 or option 2 is embarked upon, the individual concerned must obtain the Department's prior approval by discussing their plan with the Department's Determining Officers on 732563.

Does the employee still need a sick note?

If the person is going to try a gradual return to work and they want the Department to carry on paying some benefit, medical certificates should still be submitted during the return to work period.

What if the gradual return to work fails?

If the gradual return to work fails due to the person's ongoing health problems, the full payment of benefit would normally be reinstated straightaway. But, if the job comes to an end for any other reason, the person may have to make a new claim for benefit.

What does it offer employers?

Evidence shows that a person is much more likely to return to work successfully following a long absence if it is managed on a gradual return basis. In the long-term, this approach is a way for employers to retain skilled and experienced staff and minimises the cost of recruiting and training replacement staff. A supportive employer is also more likely to have a positive image and therefore attract good-quality staff.

Return to work tick boxes on medical certificates

What is the purpose?

Tick boxes were added to the medical certificate as a simple way for doctors to communicate with employers and the Social Security Department regarding work rehabilitation issues. The first tick box is specifically aimed at employers whereas the two other tick boxes are aimed at the Social Security Department.

What if the first tick box is ticked?

This indicates that the doctor thinks that by adjusting the job duties the employee might be able to return to work sooner than expected. When this box is ticked and the medical certificate is submitted to the Department, a letter is issued to the employer to ask about what steps have been taken to explore the option of adjusted duties.

Why support employees to return to work following long-term sickness?

Long-term sickness is generally defined as that lasting more than four weeks. The longer someone is off work, the harder it becomes for them to return. Early intervention is often the key to success. After six months' absence there is only a 50% likelihood of the employee returning to work. At 12 months this falls to 25%. After two years, the chance of return is practically nil. This could lead to a dependence on benefits for the rest of the individual's working life.

What adjustments could be considered?

- allowing the employee to gradually build up their hours (gradual return);
- allowing an employee time off for rehabilitation treatment;
- providing new or modifying existing equipment, tools or work furniture;
- providing additional training;
- reallocating work within the employee's team;
- providing alternative work.

These adjustments might be temporary or permanent.

Return to Work Plan

What is it?

A Return to Work Plan is a form which a member of the Department's staff completes during a meeting with the person wishing to return to work. It is the formal agreement between the person and the Department which will record any training or any work they are going to do to help them back into employment. The person's doctor and employer will also need to agree the plan.

Professional input

What is it?

Occasionally, there is a need to seek professional input on behalf of an individual in order to increase their chances of making a successful transition back to work. This means that the Department sometimes funds a referral to a clinical or occupational psychologist or a psychiatrist but this is normally only done with the full support of the Department's own Medical Adviser. The Department can also fund an assessment of a person's literacy, numeracy and ICT skills, which are carried out on a one-to-one basis by the College of Further Education. This is done in order to establish an individual's training needs and to gauge their aptitude for certain job duties.

What does it offer employers?

By obtaining the relevant professional input, the Department increases an individual's chances of returning to work and employers benefit from the fact that any work placement is less likely to fail as the right support is already in place.

Schemes and services for job-seekers

Community and Environmental Projects Scheme (CEPS)

What is it?

CEPS provides work and training opportunities for people who are not working due to unemployment or long-term illness. Managed on behalf of the Department by States Works, the project work is selected with training opportunities in mind so that people learn new skills during their placement. Satellite placements are set up with some employers so that a person displaying an aptitude for certain types of work can gain some work experience.

Who is it for?

Unemployed people and anyone trying to get back into work following a long-term illness may be referred on to CEPS or they may self-refer. Fit and able bodied people are given the more physically demanding jobs. Less fit people or those recovering from long-term illness are given jobs more suited to their current ability.

How does it work?

A person can be referred to CEPS from a variety of sources such as the Job Centre, Action for Children, the Probation Service, Youth Justice, the Prison and the Work Rehabilitation Team. During the eight-week placement, wages are paid weekly in arrears on a Friday morning. If a person is offered a new job while on the scheme, the offer should be accepted. The placement will be held open for up to four weeks in case the new job does not work out. Following the completion of their placement, each person is expected to seek employment which gives them the opportunity to implement their new skills. Employers are encouraged to consider applicants who have successfully completed a CEPS placement and a reference can be provided by the CEPS Manager upon request by calling States Works on 246263.

GOALS

What is it?

GOALS is a motivational course that runs for two or three days and which aims to tackle a person's barriers to employment by improving their self-esteem and developing a positive mental attitude. The Work Rehabilitation Team and the Manager – CEPS maintain contact with people after they have been on the course to ensure that they continue to develop their skills and their desire to work.

Who is it for?

A GOALS referral often comes before a placement on another work-related scheme. The GOALS scheme tackles barriers to work at the fundamental level and is aimed at people who have lost confidence as a result of being out of work for a prolonged period.

Kick Start

What is it?

Kick Start aims to provide hands-on training by placing a person with an employer, often a single tradesperson, for up to 13 weeks.

Who is it for?

Kick Start is normally aimed at young people at risk of long-term unemployment.

How does it work?

During the placement the employer is expected to provide hands-on work and show the young person new skills. The young person is employed through the Community & Environmental Projects Scheme (CEPS) and therefore receives a weekly wage. The employer does not get paid but once the young person becomes more useful the employer gets the benefit of having an extra pair of hands for the rest of the 13 week placement.

Short-term training

What is it?

This is training which the Department agrees a person can undertake while they are unemployed or recovering from long-term illness.

Who can do it?

Anyone who has been claiming Unemployment Benefit or Sickness Benefit for at least eight weeks can ask for the Department's agreement to start short-term training. However, if someone has sustained an injury or their illness dictates a change in career, they should discuss their training needs with the Department straightaway.

Who pays?

The Department may cover the cost of help to develop basic I.T, literacy or numeracy skills. If the person needs training before they can do any type of work, or re-training following an accident at work, the Department may also cover the cost if a grant or funding is not available from any other source.

Basic skills training

What is it?

Basic skills training is a way a person on benefit can get help with basic I.T, reading and number skills to improve their chances of finding work.

How does it work?

Basic skills training is given in a relaxed and friendly manner on a one-to-one basis with a tutor from the College of Further Education.

Who pays?

If a person needs basic skills training and is on benefit, the Department is able to cover the cost of a set number of lessons to help the person start to acquire the basic skills.

Other training

What is offered?

From time to time the Department puts together training courses aimed at young people. The type of course offered is dictated, to some extent, by the vacancy market and feedback received from employers about difficulties they are experiencing in recruiting for particular trades. For example, the Department has delivered courses in painting and decorating, plastering and stonemasonry and has plans to offer further courses at the Department's training centre which is being developed in St Martin's. The Department is keen to expand upon the range of training offered and would welcome feedback from employers in respect of the type and content of the training it should offer (workrehab@ssd.gov.gg).

Back to Work Bonus

What is it?

A Back to Work Bonus is a cash lump sum paid to a person when their social insurance based unemployment or incapacity claim ends because they have started a new job which is still ongoing after four weeks.

Who is it for?

The Bonus may be paid if the person has returned to a new job after being sick or unemployed for six months or longer. They must be in paid work for at least 15 hours per week to qualify and can only receive one bonus payment in any period of 12 months.

Who won't get it?

A person going back to a job which has been held open for them will not be able to get the Bonus. A person starting work on the Community & Environmental Projects Scheme will not be able to get the bonus. A person who receives Supplementary Benefit and is not entitled to the social insurance based Unemployment or Incapacity Benefits will not be able to get the bonus.

How much is it?

Two rates are payable depending on whether a person returns to work for more than 25 hours per week or for between 15 and 25 hours per week. The current rates can be found on the Department's web pages via the States of Guernsey website. The claim must be made within four months of starting the job.

Job start expenses

What is it?

Job start expenses aims to help people with some of the costs connected with getting back into work, if this would otherwise be a barrier to taking up the job.

Who is it for?

People who have been off work sick or signing-on as unemployed for a long time may be eligible and each request is decided on its own merits.

How much is paid?

The Department may agree to pay some or all of the costs involved or turn down a request altogether.

Voluntary work

What is it?

Voluntary work is unpaid work which a person can do to assist their recovery from long-term illness or while they are signing-on as unemployed. However, if a person is signing-on they must be prepared to give up this work in favour of paid employment if a job opportunity arises.

How does it work?

If the person is recovering from an illness and wishes to do some voluntary work they must get agreement from both the Department and their doctor before starting. If the person is signing-on as unemployed they must discuss their intention to do voluntary work with the Job Centre staff before starting.

How long can voluntary work last?

There is not normally any limit on how long the voluntary work can last. If the person is recovering from an illness, the purpose of allowing them to do voluntary work is to help them get one step closer to some form of paid work. If the person is signing-on as unemployed, the Department would not expect them to carry on with voluntary work if it may be preventing them from finding paid work.

Therapeutic work

What is it?

Therapeutic work is paid work which a person can do if their illness has been prolonged and there is little prospect of any permanent return to work for more than just a few hours per week. It normally forms part of a treatment plan designed to improve health and increase activity.

How does it work?

A person can earn up to a set limit without it affecting their claim for benefit. The current limit is half the Lower Earnings Limit which is set out on the Department's web pages via the States of Guernsey website. Agreement must be obtained from both the Department and the person's doctor before work commences.

Other schemes for job-seekers

Supported Employment Scheme

What is it?

The Supported Employment Scheme is run by the Health and Social Services Department as part of its employment service. Its aim is to provide support to both the employer and employee with the intention that the need for support could be reduced over time.

Who is it for?

The Scheme is for people who have difficulty finding work because of a learning, physical or sensory disability or who suffer from a mental health problem. Doctors and other health and social care professionals are required to submit a formal referral to access the Scheme.

Karabiner

What is it?

Karabiner is a personal development programme run by Action for Children. It begins with a full-time, eight-week group work component which aims to help the participants reduce or manage their level of risk and to increase their readiness for work.

Who is it for?

The programme is aimed at young people between the ages of 16-21 who are or have been excluded from school or who have a history of unemployment and may be at risk of homelessness or drug/alcohol abuse. There is a maximum of eight people in each group.

How can employers support the Department?

Employment opportunities

The Department is keen for employers to engage with the Job Centre and the Work Rehabilitation Team in order to take advantage of the services that they offer and to help those people who are job ready to return to the workforce. By understanding the needs of employers, the Job Centre and the Work Rehabilitation Team can support individuals to improve their chances of making the successful transition into work.

The Work Rehabilitation Team encourages employers to recruit any individual whom the team believes is ready for work. While some individuals may have been out of work for sometime due to unemployment or prolonged illness, they will have a range of skills and experiences which could add value to organisations.

Training

The Department encourages employers to provide people on work-related schemes with a positive and useful experience that will lead them into permanent employment. Even if an employer does not wish to employ an individual on a permanent basis, a positive experience in the workplace is an excellent foundation to get the person back into work in the near future.

The Department administers many training and work-related schemes which employers can get involved with. Training schemes such as CEPS, GOALS and Kick Start benefit from employer input to ensure that training is up-to-date and relevant to the workplace. The Department is keen for employers to become involved with work trials, work experience, voluntary work and gradual return to work schemes to make these services as effective and diverse as possible. To find out how you can help please email the Work Rehabilitation Team (workrehab@ssd.gov.gg).

Information

The Department's Determining Officers often require information from employers in order to determine benefit entitlement. In these situations, employers are legally obliged to provide the information requested. For example, in connection with an accident at work an employer must provide specific details of the accident or alleged accident in order for the Department to determine entitlement to Industrial Injuries Benefits. Similarly, an employer must provide information concerning the circumstances that led to the termination of employment in order for the Department to determine entitlement to Unemployment Benefit.

Sometimes employers contact the Department to request information about a particular claim submitted by an employee. However, the Department is prevented in law from divulging any claim information unless the individual concerned has provided the Department with written consent.

What conditions linked to employment-related benefits should employers be aware of?

Sickness Benefit

What is it?

Sickness Benefit is a weekly benefit paid to a person who is incapable of work due to illness or injury, presuming the person satisfies certain contribution conditions.

What should an employer be aware of?

Generally speaking, employees can only be signed-off work by a doctor, dentist, physiotherapist or osteopath. A doctor will give the employee two copies of Form K (the Medical Certificate): the pink copy should be given to the Department while the green copy should be given to the employer. Dentists, physiotherapists and osteopaths will give the employee two copies of Form S: the gold copy should be given to the Department while the second copy should be given to the employer.

An employee can receive Sickness Benefit even if they are being paid sick pay by their employer, although in many cases, the employer requires that the benefit is passed on to them. For any period in which sick pay is paid in conjunction with Sickness Benefit, employers and employees remain liable to pay contributions.

Unemployment Benefit

What is it?

Unemployment Benefit is a cash benefit paid to unemployed people who are actively seeking work with an employer. To receive Unemployment Benefit a person must be unemployed and available for work for at least four days in any week and must satisfy certain contribution conditions.

What should an employer be aware of?

In order to determine entitlement, employers will be required to provide the Department with relevant information and particulars when requested to do so by the Administrator and within the time period specified.

Industrial Injuries Benefits

What are they?

The Industrial Injuries Benefits include Industrial Injury Benefit, Industrial Medical Benefit and Industrial Disablement Benefit.

What is Industrial Injury Benefit?

This is a weekly benefit that can be paid if a person is unable to work for at least four days due to an accident at work or because the person contracted a prescribed disease while at work.

What should an employer be aware of?

On discovering that an employee has sustained personal injury caused by an accident arising out of or in the course of employment, employers should take reasonable steps to investigate the circumstances of the accident.

Employers will be required to provide the Department with relevant information and particulars, within the time period specified in the notice, regarding any accident or alleged accident in respect of which benefit may be payable.

The contribution conditions that determine entitlement to Sickness or Invalidity Benefit do not apply to Industrial Injury Benefit. However, a person must have been employed under a contract of service. An employee can receive Industrial Injury Benefit even if they are being paid sick pay by their employer. The Department will pay benefit to the employee however they may give the employer any benefit they receive. This is a matter between the employer and the employee. For any period in which sick pay is paid in conjunction with Industrial Injury Benefit, employers and employees remain liable to pay contributions.

What is Industrial Medical Benefit?

This is a benefit that is used to pay for treatment required as a result of the industrial injury or prescribed disease. Once the industrial injury claim is accepted, practitioners submit relevant accounts direct to the Department.

Industrial Medical Benefit does not cover any prescription charges for drugs or medicines and does not cover any private medical accounts if a person has chosen to have private treatment.

What is Industrial Disablement Benefit?

This is a weekly benefit that can be paid if a person sustains a long-term disability as a result of their industrial injury or the effects of the prescribed disease. The degree of disability is decided by a medical board and the percentage awarded dictates the rate of benefit payable, but nothing is payable if the assessment is less than 20%. Some awards are permanent but others are reviewed periodically based upon the advice given by the medical board.

What should an employer be aware of?

A person can receive Industrial Disablement Benefit and still go out to work. The Department can also fund vocational training courses and industrial rehabilitation courses.