



# First Step Employment Support



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

## Specialist support to help you find, keep or return to work

### How do I get employment support?

You can ask to be referred for employment support once your treatment in First Step begins. Employment support will be provided alongside your appointments with your Practitioner to ensure your mental health and employment support needs are fully met. Your Practitioner and Employment Advisor can work together to support you to reach your employment goals.

### How can you support me?

If you are worrying about finding a suitable job or you are feeling worried or depressed because of difficulties at work, our fully trained practitioners can refer you to one of our Employment Advisors for help and support if this is something that you feel you need.

### We will help if you are unemployed and looking for work by:

- offering you careers advice and guidance
- arranging work placements or tasters
- identifying suitable training courses
- creating a CV, searching for jobs or filling in job applications
- completing a better off in work calculation
- arranging a referral for welfare benefits advice

### We will help you if you're absent from work (on sick leave) by:

- discussing reasonable adjustments with you and your employer
- assessing your job role and recommending changes
- managing your health and wellbeing at work
- giving you and your employer strategies to manage how you feel at work
- helping you to deal with difficult relationships at work We will help you if you're struggling to cope at work by:
  - identifying solutions to improve your wellbeing at work
  - facilitated discussion with your employer/line manager
  - supporting occupational health advice and assessments
  - providing advice to you and your employer about the Equality Act 2010



Caring | Discovering | Growing | **Together**

## Contact us

If you have any questions about First Step or want to find out more about getting employment support, please contact: First Step, Elmwood, 2a Tynefield Drive, Penrith, CA11 8JA Tel 0300 123 9122 Or visit us online - [www.cntw.nhs.uk/firststep](http://www.cntw.nhs.uk/firststep)

## Confidentiality

Confidentiality We promise to use your information fairly and legally, and inline with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time. First Step Practitioners and First Step Employment Advisors work alongside each other to provide integrated employment support and will have shared access to your information. Please speak to your First Step Practitioner if you have any questions about your information and your clinical record.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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