

Job Description - Team Leader - Thrive IPS Project

Post Team Leader , Thrive IPS Project (Sandwell and West Birmingham)

Job Purpose

To lead a team of IPS (Individual Placement Support) Employment Specialists providing training, mentoring, supervision and modelling of the IPS approach to promote quality services with the aim to meet targeted referrals, engagements and outcomes.

They will communicate with key stakeholders including IAPT/Primary Care/JCP team leaders and other Partnership Managers to ensure services are integrated, to problem solve issues and to be a champion for the service. The role will support the Regional Manager in maximising service outcomes and works closely with the Programme Team and national evaluators as needed to support the research programme.

Location Birmingham

Line Manager Regional Manager , Thrive IPS Project (Sandwell and West Birmingham)

Job Category Adults Workforce: any position that involves working/volunteering with adults

Hours Fixed Term till March 2020

Salary £35,000 pro rata

DBS Disclosure Enhanced

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

JOB DESCRIPTION

Service Quality

- Ensure adherence to the company's equalities and diversity policy
- Accountable to the Regional Manager for managing the Prospects delivery team of Employment Specialists and ensure delivery meets performance, quality and contract compliance targets

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- Lead, develop and supervise the employment specialists within region using the evidence based IPS model, ensuring that the service delivers against budget and employment targets
- Agree and oversee operational delivery arrangements, performance targets and caseload management methodology with individual Prospects Employment Specialists
- Provide field mentoring and observations to ensure continuous improvement in key areas of service provision including employer engagement
- Ensure that delivery is consistent across all team members, that work is accurate and to deadline and that it continually meets the commissioner's specification through shadowing, auditing assessments, in work support plans and clinical records
- Manage information governance for contract requirements and integrity of client's personal information

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- To ensure that all staff work in partnership with clinical staff to ensure employment and clinical plans are integrated. In addition, ensuring that all return to work plans take account of any physical, cognitive and mental health issues that are likely to impact on the return to work. This may require liaison with GPs or other primary care practitioners
- To provide training/coaching for IPS Employment Specialist staff and/or clinical staff as required including training on the IPS approach
- To work collaboratively with Employment Specialists and line managers to ensure that employment services in region are delivered effectively and in line with evidenced based practice
- To manage the IPS Service budget with necessary support and supervision
- Coordinate the work of Employment Specialists in region in relation to build relationships with employers to effectively access the hidden labour market, external agencies and the delivery of job seeking groups

- To cover for employment specialist staff during times of leave
- To support the Employment Specialists with addressing the ongoing support needs of service users accessing the service as above.
- Network and liaise to develop good working relationships with other organisations that are better able to help individuals to achieve their employment goals for example, local colleges, training providers, Disability Employment Advisors, employment providers etc.
- To identify training needs of staff and arrange appropriate training to support with continuous professional development
- To undertake mandatory training as required by the Thrive into Work Programme

- Set up and maintain the necessary systems for monitoring the work of the programme
- Provide regular reports of work to the Service Manager and other relevant stakeholders

IPS Service Delivery

- Support a small caseload of people who have experienced mental health problems to gain and sustain paid employment using the Individual Placement and Support (IPS) approach
- Meet regularly with the Regional Manager to agree priorities and work plans and deputise for the Manager as required

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- To work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services
- To prepare individuals for employment through assessing each person 's individual employment needs through vocational profiling and then actively support them to achieve their employment goals in partnership with the clinical team
- To provide individualised, ongoing support to individuals once they have secured employment to assist them in sustaining employment
- To promote the benefits of supporting service users to access employment within the region and external employers, aiming to raise the profile of IPS services and raise expectations around the ability of service users to access paid employment
- To proactively engage and work with external employers to open up and secure paid employment opportunities for people who have experienced health problems. In particular,

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ensuring the service is focused on accessing the hidden labour market to unlock jobs that match with service user preference

- To provide advice and support to employers, as agreed with the individual, which may include negotiating adjustments and ongoing contact with supervisors to ensure job retention
- To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc.
- To provide effective in work support to individuals once they secure paid employment to ensure they retain it
- To deliver employment workshops with other members of staff as required

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- Establish and manage a peer mentor programme
- To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals for example, local colleges, training providers and external supported employment services
- To maintain a professional relationship with the clients of the programme and with other staff, with particular attention to confidentiality and maintenance of professional boundaries
- To work flexibly as required by the individual and employer which may require some working out of normal office hours
- To comply with all relevant Organisational policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information

- Other duties commensurate with the level and nature of the post

Research Trial Environment

- To maintain accurate and timely records
- To work according to trial protocol
- To flag immediately if any service user appears at risk of being negatively affected after the randomisation process and utilise agreed strategies to support that person

- To follow direction from the Thrive into Work Programme Team or the National Evaluator

Policy and/or Service Development

- To work with the IPS Area and Team Leader to ensure that vocational support services continue to develop effectively
- To ensure that effective referral and information structures related to this service are in place

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- To ensure that effective monitoring and evaluation systems are adhered to, in relation to the Research Programme and the monitoring of the service

KEY BUSINESS PRIORITIES (including targets and KPI's)

- Maximising programme outcomes by meeting and exceeding targets
- Coaching and mentoring staff to deliver outcomes and ensure they display the required behaviours at all times
- Ensure the programme is integrated into a clinical practice – meeting regularly with NHS staff to coordinate and integrate the service.

- Strong employer engagement
- Able to operate within a randomised control trial (RCT) environment – including gathering baseline data, accurate recording of information and completing activities which generate referrals

QUALIFICATIONS, SKILLS, KNOWLEDGE OR EXPERIENCE:

ESSENTIAL

- Level 4 qualification in management or equivalent experience

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- Experience of managing remote teams
- Extensive experience of working with and supporting people who have experienced mental health problems and other unemployed disadvantaged groups into employment.
- Demonstrable experience managing a team, supporting and challenging team members to achieve targets.
- Trained and understand the principles and practices of the IPS model.
- Experience of joint working and working in multi-agency partnerships.
- Knowledge and understanding of the relationship between employment and mental health.
- Knowledge and practical application of employment law and the Equality Act 2010.
- Skilled in coaching and guiding people to maximise potential.
- Excellent written and verbal communication skills with ability to listen sensitively to others.

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- Effective marketing skills with ability to build networks and develop successful partnerships across health & social care and employment sectors.
- An ability to negotiate diplomatically and effectively with external staff managers and employers.
- Positive, solution-focused approach to problems with the capacity to appreciate the strategic service context.
- Good organisational and prioritisation skills; works to high standards and meets deadlines.
- Competent in record keeping, administration and the main Microsoft Office packages.
- Demonstrates initiative, self-motivation and resourcefulness, being committed to seeing plans through to conclusion within agreed timescales.
- Takes responsibility for self-development.
- Experience of opening up job opportunities with a range of employers.
- Experience of developing and supporting staff members.
- Experience of facilitating groups or teams.

- Car driver and able to work flexible hours as the needs of the job dictate

DESIRABLE

- Holds Mental Health First Aid qualification (**compulsory to be attained once in role**)
- Holds Level 3 Diploma in Employability Services Sector qualification
- Trained in Inspirational Leadership
- Experienced in delivering training
- Experience of working in a research context

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Note: As well as possessing the necessary qualifications, skills, knowledge or experience, having the right mind-set and behaviours which are in line with our company values is equally important.