

Job Description

Job Title:	IPS Team Leader
Reports to:	Service Manager
Grade Band:	D
Role Type:	Peripatetic – Community based
Location:	Lincolnshire

*****Subject to Contract Award – Potential delivery areas are Lincolnshire, North Lincolnshire and north East Lincolnshire*****

Purpose

To lead a team of IPS (Individual Placement Support) Employment Specialists providing: training, mentoring, supervision, and compliance to the IPS approach. Resulting in the consistent delivery of quality service standards in a designated area, to ensure contract targets of: referrals (starts on provision) engagement activity, employment outcomes and Fidelity delivery compliance.

They will communicate with key stakeholders ranging from, but not exhaustive to: Primary Care (GP's / health centres) /JCPs / Local Authority functions / Community services and other local partners, to ensure the provision is integrated at a local community level. The role will support the Service Manager in maximising service outcomes and work closely with the wider Shaw Trust IPS teams.

The individual will hold overall accountability for collective KPI and Fidelity results of their designated area and will be expected to address any areas of underperformance in a proficient and timely manner.

Main Duties and Responsibilities

1. Accountable to the Service Manager for managing the delivery team of Employment Specialists and ensure delivery meets and exceeds performance, quality, and contract compliance targets .
2. Lead, develop and supervise the Employment Specialists using the evidence based IPS model, ensuring that the service delivers against budget and employment targets.

3. Provide field mentoring and observations to ensure continuous improvement in key areas of service provision including employer engagement.
4. Ensure a working diary is in place that sees a large part of your role being conducted in the community weekly – in order to observe team delivery, meet employers and support local community engagement activity. This will require the post holder to be flexible with travel during the working week and to be in the community supporting their teams 95% of the time. There is minimal home working associated with this role.
5. 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 and internal compliance standards.
6. Manage information governance for contract requirements and integrity of participants personal information.
7. To ensure that designated Employment Specialist 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)
8. To provide training/coaching for IPS Employment Specialist staff and/or clinical staff as required including training on the IPS approach
9. To work collaboratively with IPS Employment Specialists and line managers to ensure that employment services in region are delivered effectively and in line with evidenced based practice.
10. All external stakeholders (with a referral interest) are communicated with to an agreed (data level) standard – in the appropriate and professional manner.
11. Coordinate the work of Employment Specialists in the region in relation to building relationships with local employers to ensure employers are engaged with the IPS model of delivery and the participants it supports.
12. To ensure sound managerial practices are in place to accommodate staff absences (so not to adversely affect caseload management and service standards)
13. 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.
14. To identify training needs of staff and arrange appropriate training to support with continuous professional development.
15. To undertake mandatory training as required by the Contract or Commissioner.
16. Maintain the necessary systems for monitoring the work of the programme
17. Provide regular reports of work to the Service Manager.
18. Monitor staff conduct and behaviour in line with Shaw Trust Policies and Procedures (and where necessary liaise with HRBP to address any failings.)
19. Be proficient and assured in your management of Performance and the instigation of any Performance Improvement Measures in relation to KPI, conduct or absence.

IPS Service Delivery.

The Team Leader will through their management skills and leadership techniques, support their team of Employment Specialists to deliver the following:

20. To map and integrate local partners as a reliable source of referrals.
21. To manage and work to a diary that aligns to the majority of their time in the community, meeting participants, stakeholders and employers.
22. To prepare participants for employment through assessing their individual employment needs through vocational profiling and then actively support them to achieve their employment goals (where applicable with clinical teams)
23. To provide individualised, ongoing support to participants once they have secured employment to assist them in sustaining employment.
24. To lead and coach taking part in Fidelity Reviews both internal and external.
25. To promote the benefits of supporting participants to access employment within the region and external employers, aiming to raise the profile of IPS services and raise expectations around the ability of participants to access paid employment
26. To proactively engage and work with external employers to open and secure paid employment opportunities for participants who have experienced health problems.
27. 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.
28. To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc.
29. To provide effective in work support to individuals once they secure paid employment to ensure they retain it
30. To deliver employment workshops with other members of staff as required
31. 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 employment services .
32. To maintain a professional relationship with the participants of the programme and with other staff, with particular attention to confidentiality and maintenance of professional boundaries.
33. To ensure they are competent in completing administration and compliance task to the agreed standard.

Other

34. To undertake any further training as identified in the Shaw Trust review procedures.
35. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
36. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to

promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

37. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
38. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
39. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
40. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
41. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
42. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
43. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification Job Title: Team Leader (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Educated to degree level or equivalent relevant experience (E) • Understanding/Experience of the IPS (E) • Demonstrable evidence of Continuing Professional Development(E)
Experience <ul style="list-style-type: none">• Experience of managing remote working teams and performance management procedures (E)• Experience of internal (and external) partnership working (E)• Demonstrable experience of successfully working to targets (E)• Experience with improving systems and processes (E)• Extensive experience of working with and supporting people who have experienced mental health problems and other unemployed disadvantaged groups into employment (D) • Experience of joint working and working in multi-agency partnerships (D)• Experience of non-transactional employer engagement tactics and strategies that have led to tangible outcomes both short term and long term (D)
Skills and Attributes <ul style="list-style-type: none">• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)• Excellent verbal and written skills and ability to communicate concisely and effectively (E)

- Demonstrable experience of providing excellent customer service skills (E)
- Understanding of our participant group and the barriers they may face (E)

- Skilled in coaching and guiding people to maximise potential (E)
- Knowledge and understanding of the relationship between employment and mental health (E)
- Effective marketing skills with ability to build networks and develop successful partnerships across health & social care and employment sectors (D)

- Experience of opening job opportunities with a range of employers (D)

- Understanding of data protection and information security (D)

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills (E)
- Good at building relationships with both internal and external stakeholders (E)
- Ability to use initiative when required and take a problem-solving approach to work tasks with the capacity to appreciate the strategic service context (E)

- Ability to work well as part of a team and independently when required (E)
- Demonstrates initiative, self-motivation and resourcefulness, being committed to seeing plans through to conclusion within agreed timescales (E)
- Exemplary ability to take both a reactive and proactive approach to workload requirements (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)
- This post requires a Disclosure and Barring Service Check at an enhanced level (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Holds Mental Health First Aid Qualification (D - Compulsory once in role)
- Trained in the IPS approach (D – Compulsory once in role)
- Ability to be community based in contract area across more than one Vocational unit (E).
- Ability to travel flexibility in the contract area and be willing to travel with possible overnight stays when needed for Team Meetings (E)