

Job Description

Job Title: IPS Employment Specialist - Thrive into Work

Reports to: IPS Team Leader - Thrive into Work

Salary: £25,031 - £30,285

Location: Birmingham & Solihull plus Home-based working

Purpose : Working on the Thrive into Work contract, embedded with Primary Care, Community Health Teams, and the wider community you will be delivering employment support to participants in parallel to the health treatment being delivered by NHS clinicians. Working intensively with a maximum caseload of 30 participants who have a health condition which impacts on their ability to gain work or stay in work. Assisting them to obtain and sustain employment that is consistent with their vocational goals, following the eight principles of IPS. Meeting and exceeding performance targets for referrals, programme starts, employer engagement, job starts and sustainment, in compliance with contractual guidelines and quality procedures.

Main Duties and Responsibilities

1. Complete extensive outreach activities to secure referrals
2. Build relationships with clinical and community health teams to generate referrals and create collaborative working partnerships with NHS clinicians including GPs, Practice Managers, Nursing staff and wider clinical teams
3. Attend meetings with clinical teams, where possible, and communicate with team members to integrate vocational services into health treatment processes
4. Conduct initial meeting with participant to build rapport, gain consent to proceed with the service.
5. Support participants to understand their skills, aspirations and goals through the completion of a Vocational Profile and produce an Action Plan to obtain and sustain competitive employment in line with their preferences
6. Assisting participants to understand their benefits through the delivery or sign posting for In Work Benefit calculations and sourcing additional financial support
7. Focus on rapid job search with the participant, whilst utilising local support networks to help them overcome their barriers to employment

8. To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals.
9. Develop collaborative working relationships with employers to enable support to be provided to participants in work, and to help employers understand how to better support their staff. In particular, ensuring the service is focused on accessing the hidden labour market to unlock potential jobs that match with participant preference
10. Source job opportunities for participants through tailored job search and regular contact with employers
11. Promote the benefits of supporting participants to access employment, aiming to raise the profile of IPS services and raise expectations around the ability of participants to access paid employment
12. To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc. and sign post on for support needs
13. To deliver Thrive presentations to potential participants and community partners as required
14. Provide individualised in work support using the place then train model and ensuring effective support networks are in place to achieve sustainment
15. 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
16. Management of an active caseload of up to 30 participants to meet personal and team targets and KPIs and provide caseload support internally to colleagues
17. Track customers to monitor their progress. Gather the evidence required as part of the reporting and claims process
18. Ensure accuracy and compliance with contract data entry, processes and procedures, documentation completion and the Fidelity Scale
19. Record all interactions with customers on the MI database in a timely manner to meet contract deadlines, compliance and evidence requirements
20. Represent and promote Shaw Trust in a professional and commercial manner, working effectively with other agencies
21. To work flexibly as required by the individual and employer which may require some working out of normal office hours
22. To undertake mandatory training as required by the Thrive into Work Programme including training in the IPS approach and actively participate in own continuous professional development

Key Business Priorities

23. Maximising programme outcomes by meeting and exceeding targets set
24. Accurate identification of participant support needs (both pre work and in work)
25. Creating and delivering candidate Action Plans to overcome identified barriers by utilising diverse support networks to a high-quality standard

Other

26. To undertake any further training as identified in the Shaw Trust review procedures.
27. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
28. 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 or 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.
29. 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.
30. 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.
31. 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.
32. 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.
33. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
34. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
35. 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.

<p>Person Specification</p> <p>Job Title: Experienced Professionals and Technical Specialists (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • IPS delivery experience (preferably in a Primary care setting) (D) • Demonstrable evidence of Continuing Professional Development (E)

Experience

- Demonstrate experience at generating programme referrals (D)
- Demonstrable experience of successfully working to targets (E)
- Proactive approach to engaging with participants and sourcing potential referrals (E)
- High level of optimism, initiative and effective interpersonal skills in order to engage effectively with participants, clinical teams and employers (E)
- Focused approach to supporting job search and progression with a sense of urgency (E)
- Proactive diary management and organisational skills (E)
- Ability to plan and organise workload to meet required targets and deadlines (E)
- Accurate identification of participant support needs both pre and post-employment, with appropriate interventions delivered by self, or sourced through additional support networks (E)
- Creating and delivering candidate Action Plans (E)
- Experience working with employers to develop job opportunities for participants, and to support them whilst in work (E)
- Attention to detail and ability to work to a defined delivery structure (E)

Skills and Attributes

- 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 client group and the barriers our clients may face (E)
- Understanding of data protection and information security (E)

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 (E)
- Ability to work well as part of a team and independently when required (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

- Have an understanding of 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)