

**Job Title:** Thrive into Work (IPS) – Team Leader

**Reports To:** Thrive into Work (IPS) – Regional Manager

**Hours:** Full Time (37.5hrs)

**Location:** Peripatetic home-based workers

**Opportunities cover the following geographical area;**

**Birmingham and Solihull**  
**Coventry**

## **Role 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.

The Team Leader 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.

## **Are you right for the job?**

- Do you want to make a difference?
- Do you have experience in managing and driving a team?
- Are you a relationship builder and able to motivate individuals to continuously improve?
- Are you proactive in achieving KPIs and targets?
- Do you have the experience to resolve complex issues and stay focused under pressure?

## **JOB DESCRIPTION**

### **Service Quality**

1. Accountable to the Regional Manager for managing the delivery team of Employment Specialists and ensure delivery meets 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 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 participant records
5. Manage information governance for contract requirements and integrity of participants personal information

6. 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
7. To provide training/coaching for IPS Employment Specialist staff and/or clinical staff as required including training on the IPS approach
8. 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
9. 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
10. To cover for Employment Specialists staff during times of leave
11. To support the Employment Specialists with addressing the ongoing support needs of service users accessing the service as above.
12. 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.
13. To identify training needs of staff and arrange appropriate training to support with continuous professional development
14. To undertake mandatory training as required by the Thrive into Work Programme
15. Maintain the necessary systems for monitoring the work of the programme
16. Provide regular reports of work to the Regional Manager and other relevant stakeholders

### **IPS Service Delivery**

1. 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
2. Meet regularly with the Regional Manager to agree priorities and work plans and deputise for the Manager as required
3. To work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services
4. 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
5. To provide individualised, ongoing support to individuals once they have secured employment to assist them in sustaining employment
6. 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
7. 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, ensuring the service is focused on accessing the hidden labour market to unlock jobs that match with service user preference
8. 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
9. To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc.
10. To provide effective in work support to individuals once they secure paid employment to ensure they retain it

11. To deliver employment workshops with other members of staff as required
12. 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
13. 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
14. To work flexibly as required by the individual and employer which may require some working out of normal office hours
15. To comply with all relevant Organisational policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information

### **KEY BUSINESS PRIORITIES (including targets and KPI's)**

1. Maximising programme outcomes by meeting and exceeding targets
2. Coaching and mentoring staff to deliver outcomes and ensure they display the required behaviours at all times
3. Ensure the programme is integrated into a clinical practice – meeting regularly with NHS staff to coordinate and integrate the service
4. Strong employer engagement
5. Work with internal and external stakeholders to implement solutions to ensure a high-fidelity service

### **QUALIFICATIONS, SKILLS, KNOWLEDGE OR EXPERIENCE:**

#### **ESSENTIAL**

1. Level 4 qualification in management or equivalent experience
2. Experience of managing remote teams
3. Car driver and able to work flexible hours as the needs of the job dictate
4. Extensive experience of working with and supporting people who have experienced mental health problems and other unemployed disadvantaged groups into employment.
5. Demonstrable experience managing a team, supporting and challenging team members to achieve targets.
6. Experience of joint working and working in multi-agency partnerships.
7. Knowledge and understanding of the relationship between employment and mental health.
8. Knowledge and practical application of employment law and the Equality Act 2010.
9. Skilled in coaching and guiding people to maximise potential.
10. Excellent written and verbal communication skills with ability to listen sensitively to others.
11. Effective marketing skills with ability to build networks and develop successful partnerships across health & social care and employment sectors.
12. An ability to negotiate diplomatically and effectively with external staff managers and employers.
13. Positive, solution-focused approach to problems with the capacity to appreciate the strategic service context.
14. Good organisational and prioritisation skills; works to high standards and meets deadlines.
15. Competent in record keeping, administration and the main Microsoft Office packages.
16. Demonstrates initiative, self-motivation and resourcefulness, being committed to seeing plans through to conclusion within agreed timescales.
17. Takes responsibility for self-development.
18. Experience of opening up job opportunities with a range of employers.

19. Experience of developing and supporting staff members.
20. Experience of facilitating groups or teams.

## **DESIRABLE**

1. Experienced in IPS delivery and line management in a Primary care setting
2. Holds Mental Health First Aid qualification (compulsory to be attained once in role)
3. Trained in Inspirational Leadership
4. Experienced in delivering training

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.

**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.**