

Job Description

Job Title: IPS Service Manager

Reports to: Senior IPS Lead

Location: Birmingham & Solihull

Purpose

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to contribute to changing lives.

We are looking for a IPS Service Manager who can oversee the day to day delivery and overall performance of the Birmingham and Solihull IPS Service. Combining vision and direction with strong relationship building and people management skills, you will take accountability for project performance across our own delivery. You will need to have an expert understanding of Individual Placement and Support (IPS), the fidelity scale and how that interacts with the IPS fidelity manual.

You will be responsible for managing IPS Team Leaders which will involve providing regular supervision around IPS practice issues, as well as support around complex staffing or caseload issues.

Your role will involve building partnerships with local employment, further education providers and referral sources as well as maintain partnerships with stakeholder and commissioners.

Working with the Senior IPS Lead, you will manage a complex budget, including the distribution of the Innovation Fund to local community partners.

You will work in partnership with local mental health team Service Managers/Team Leaders, ensuring the IPS Service is integrated within the NHS Mental Health teams. You will also build positive working relationships with external partners, most notably NHS England and IPS Grow.

Are you right for the job?

- Do you have experience of contract/project management?
- Do you have experience of staff management?
- Do you have experience delivering the IPS model of employment support?
- Do you have experience of working with people with Mental Health conditions?
- Are you a relationship builder, with experience in working with diverse stakeholders?

- Are you proactive in ensuring that KPIs and targets are achieved across a diverse range of providers?
- Do you have the experience to resolve complex issues and stay focused under pressure?

Main Duties and Responsibilities

1. Embrace and enact the Shaw Trust vision and direction to support the success of the project by creating a pan-delivery sense of purpose which aligns with contract principles, objectives and targets
2. Ensure that the project works to agreed business and operational plans, meeting operational targets and meeting financial targets and budgets.
3. Operate within a quality framework ensuring that the project meets the standards required by Shaw Trust and the commissioner.
4. Effectively manage staff within the team, including performance and absence management following guidelines provided through the relevant policies and procedures, tackling any issues as appropriate and ensuring that individual and team performance are met.
5. Encourage and maintain effective communication by holding monthly team meetings to disseminate information to all staff.
6. Provide skilful and proactive relationship management, ensuring positive and productive relationships are established and maintained and that information sharing takes place across the pan-partnership delivery team, thereby facilitating best practice and continuous improvement.
7. Ensure Participant involvement and co-production is established and embedded across the programme
8. Ensure staff operate safely and within legislative guidelines appropriate
9. Capture and analyse performance using Shaw Trust MI, in order to recognise potential performance risk, assess performance of participants, identify those interventions that are most effective in supporting the client journey and identify opportunities for innovation in service design.
10. Ensure an effective yet proportionate approach is taken to risk management.
11. Promote the Shaw Trust IPS service to relevant parties, leading to further business opportunities.
12. Lead on the project's contribution to external and commissioner evaluations.
13. Attend Regional and National meetings as necessary and when required.
14. Participate in training and undertake appropriate learning and development, as identified through regular appraisal and reviews with line manager.
15. Recycle and manage energy within your environment.
16. Undertake other duties and responsibilities as required.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. 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.

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| <p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p> |
| <p>SKILLS AND CORE COMPETENCIES</p> |
| <p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Educated to degree level of equivalent experience (E) • Trained in IPS approach (D) • Level 3 Diploma in Employability Services Sector Qualification (D) • QCF in Advice & Guidance (Level 3) (D) |
| <p>Experience</p> <ul style="list-style-type: none"> • Relevant previous contract or project management experience focused on supporting performance, quality and compliance (E) • Experience of achievement in a target-driven environment and ability to drive performance through focused performance management (E); • Experience of line management and staff development (E) • Experience in designing and delivering formal and informal learning and development solutions that enable performance delivery (D) • Commercial awareness – developing opportunities for collaborative working and cost effectiveness (E); • Knowledge of provider and referral networks across the local area (D) • Knowledgeable in mental health and wellbeing with the ability to articulate in both clinical and employment-related contexts the role of employment in improving mental and emotional wellbeing (E); |

Skills and Attributes

- Strong leadership skills **(E)** ·
- Excellent motivational, communication and listening skills **(E)**
- Ability to build positive internal and external relationships **(E)**
- Understanding of the wider health and social care sector **(D)**;
- Understanding of marketing to develop services and contacts **(D)**
- Strong analytical and data manipulation skills **(E)**;
- Ability to problem solve and respond appropriately to a variety of situations **(E)**
- Commercial awareness – developing opportunities for collaborative working and cost effectiveness **(E)**;
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results **(E)**;
- Able to travel extensively and flexibly across Birmingham and Solihull **(E)**
- Ability to manage a team on an outreach basis **(E)**
- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. **(E)**
- Ability to work flexibly on own initiative and as part of a team **(E)**;

Personal qualities, communicating and relating to others

- Outstanding interpersonal skills and ability to build rapport with a range of people **(E)**
- Non-judgemental and trustworthy **(E)**
- Empathy with the needs of those experiencing mental health problems **(E)**
- Passion and drive to make a positive difference to people's lives **(E)**
- Positive mindset with the ability to motivate, engage and inspire **(E)** ·
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)**