shaw trust

Job Description

Job Title: **WLA Connect To Work IPS - Employment Specialist**

Reports to: **WLA IPS Connect To Work – Team Leader**

Grade Band: **E**

Location: **West London (Brent, Barnet, Ealing, Hammersmith, Fulham and Hillingdon)**

Purpose

Working with clients, health professionals, service providers and employers, as an IPS Employment Specialist you will be focused on making sure a person's journey into employment, with associated improved social inclusion and wellbeing is as easy as possible. You will work with clients (managing a caseload) who have mental health support needs, to assist them in securing sustainable paid employment in line with their preferences. Your role will be to deliver the Individual Placement and Support (IPS) approach (for which training will be given); providing person centred advice and guidance to clients, whilst building positive relationships with local employers to enable clients to move into suitable employment.

This is a target driven role. These targets are derived from contract obligations of: Starts On Programme, Job Entries, Job Retention, compliance to Fidelity delivery model (IPS)

The IPS delivery model you will be expected to delivery is underpinned by 8 key principles and 25 Items under the Fidelity Scale. The six key stages on a typical journey are: outreach/referral; vocational profiling; action planning; job search activities (including working on a one-to-one basis with employers to match people with appropriate employment); job placement, job coaching and coordinating ongoing support whilst in employment.

Main Duties and Responsibilities

1. Manage an active caseload of around 25 clients who are in or motivated to start/return to work.
2. Meet and exceed performance targets for referrals, programme starts, employer engagement, job starts and sustainment's in line with contractual guidelines.
3. Deliver the Individual Placement and Support (IPS) approach for which training will be given.
4. Meet and support clients to understand their key skills, aspirations and goals through completing a Vocational Profile and produce an Action Plan to help them obtain and sustain competitive employment. This includes support with

their job search, CV production, application forms, interview techniques and career development.

5. Assess client's support needs related to work which may include benefits/welfare advice, disclosure of mental health symptoms etc., and provide support & guidance.
6. Attend weekly clinical team meetings as an embedded IPS practitioner.
7. Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.
8. Spend a minimum of 65% of the working week in the community in line with IPS Fidelity (monitored through regular tracking and reporting). This will involve travelling around to various community venues such as coffee shops and public libraries daily and limiting the amount of time working from home.
9. Adherence to Shaw Trust Lone Working and 'Check in and out' Procedure.
10. To build and maintain employer relationships and maintain employer engagement database, includes completing 6 meaningful face to face employer contacts per week.
11. Spend time getting to know local employers, to negotiate job opportunities that meet everyone's strengths, needs, abilities and preferences.
12. Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
13. Build relationships with colleagues in clinical teams to engage and generate referrals and create collaborative working partnerships with clinical staff (promoting employment as a positive intervention in the recovery journey).
14. Once employment has been secured, continue to provide quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.
15. To adhere to administrative and data capture protocols which record the progress of clients, and to keep accurate and complete records of casework in line with quality standards.
16. If required, update clinical systems within the service level agreement (systems include RIO, Care Notes, IAPTUS and various others)
17. Establish positive and integrated relationships with clinical teams, employers and other service providers.
18. To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for the organisation
19. Work with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the workplace – this can include exploring 'job carving' i.e. carving small slices of work from the duties other staff do not have time to do.
20. To develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals. This may include local colleges and training providers.

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 environmentin 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: Connect To Work IPS Employment Specialist

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Trained in IPS approach (D)
- Level 3 Diploma in Employability Services Sector Qualification or equivalent experience (D)
- QCF in Advice & Guidance (Level 3) (D)

Experience

- Experience/understanding of working with people with health conditions / disabilities, substance misuse needs, or a similar client group within health, social services or the voluntary sector (E)
- Experience of generating programme referrals through local partnerships including GP's, DWP, community groups. (D)
- Experience of working with someone on a one-to-one basis (E)
- Proven experience of meeting and exceeding outcomes and targets (E)
- Experience of managing multiple tasks at any one time (E)
- Previous experience of working assertively to influence decision makers (E)
- Experience of supporting people to obtain or keep work (E)
- Experience of working in physical and/or mental health services or similar (D)
- Experience working with employers to develop job opportunities for clients and to support them whilst in work (D)
- Previous experience of delivering a service using the IPS model (D)

Skills and Attributes

- An understanding of the employment needs, and challenges faced by people with health conditions / disability, experienced substance misuse (E)
- Good understanding of the principles and practice of supported employment (E)
- Working knowledge of a broad range of occupations and jobs (E)
- Able to use IT and tools such as MS Word, PowerPoint and Excel (E)
- Knowledge of the benefits agency and all disability/ employment related benefits (D)
- Good motivational, communication and listening skills (E)
- Outstanding interpersonal skills and ability to build rapport with a range of people (E)
- Good organisational and time management ability (E)
- Natural ability to build close, trusting and productive relationships with people (E)
- Team orientated and works collaboratively within a mixed-disciplinary team (E)
- Ability to work independently and use initiative to develop and promote a service (E)

Personal qualities, communicating and relating to others

- Non-judgemental and trustworthy
- Empathy with the needs of those with mental health support needs
- Passion and drive to make a positive difference to people's lives
- Highly motivated with a genuine belief that someone with a mental health condition can find paid employment
- Resilient and tenacious to not give up despite setbacks and frustrations
- Commitment to integrity and excellent service delivery to the client, employers and clinical team
- Self-aware of personal strengths and weaknesses and actively invest in personal and professional development
- Receptive to change and adaptable to new ways of working.
- Willingness to travel within the region

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 a (Adult) level (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Willingness to travel daily within a specified contract area either via public transportation or own vehicle (E)
- Occasional overnight travel with expenses paid to attend training and meetings (E)