

## **Job Description**

**Job Title:** Senior IPS Employment Specialist

**Reports to:** Senior IPS Operational Lead

**Salary:** D

**Location:** Hackney

### **Purpose**

To lead a small team of Employment Specialists and deliver the IPS journey to a reduced caseload of clients. You will provide training, mentoring, supervision, and modelling of the IPS approach to promote quality services with the aim to meet targeted referrals, engagements, and outcomes.

Alongside your management duties you will be working with clients, health professionals, service providers and employers, IPS Employment Specialists are 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 accessing secondary mental health services, 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; providing person centred advice and guidance to clients, whilst building positive relationships with local employers to enable clients to move into suitable employment.

You will work as part of a secondary mental health service team, establishing and maintaining positive and integrated relationships, fostering a holistic approach to recovery through employment.

As a Senior IPS Employment Specialist, you will need to be an able leader, communicator, passionate about getting it right and focused on transforming individual lives through sustainable solutions.

### **Main Duties and Responsibilities**

1. Managing a small team of Employment Specialists to ensure the service meets and exceeds its objectives including adherence to fidelity model and contractual outcomes.

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. Monitor and manage performance of the IPS Employment Specialists – guide them individually on best practice and achieving individual job outcome targets.
5. Create a culture of continuous improvement.
6. Identify training needs of staff and arrange appropriate training to support with continuous professional development.
7. Involve service users in co-production of service developments where possible.
8. Provide solution focused IPS monthly supervisions for each employment specialist within the team, including caseload management.
9. Lead by example managing a caseload of around 10-15 clients who have a severe and enduring mental health condition, who are motivated to start/return to work.
10. Deliver the Individual Placement and Support (IPS) approach whilst ensuring delivery is consistent across the service.
11. 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.
12. Assess client's support needs related to work which may include benefits/welfare advice, disclosure of mental health symptoms etc., and provide support & guidance.
13. Ensure all Employment Specialists work in partnership with clinical teams. Attending weekly clinical team meetings as an embedded IPS practitioner.
14. Source job opportunities for clients through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities. Using field mentoring techniques to upskill and train employment specialists in this approach.
15. 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.
16. Build relationships with managers and 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).
17. 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.
18. Updating Shaw Trust client data base regularly with meeting notes and relevant documents
19. If required update clinical systems within the service level agreement (systems include RIO, Care Notes, IAPTUS and various others)

20. To build and maintain employer relationships and maintain and review service employer engagement database, including 6 meaningful employer contacts per week per Employment Specialist.
21. To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for the organisation
22. Work with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the work place – this can include exploring 'job carving' i.e. carving small slices of work from the duties other staff do not have time to do.
23. To establish and 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 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.
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.

<p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Senior IPS Employment Specialist</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Trained in IPS approach (E)</li> <li>• Educated to degree level or equivalent experience (E)</li> <li>• Level 3 Diploma in Employability Services Sector Qualification or equivalent experience (E)</li> <li>• QCF in Advice &amp; Guidance (Level 3) (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing remote working teams and performance management procedures (E)</li> <li>• Experience/understanding of working with people with severe and enduring mental health needs, or a similar client group within health, social services or the voluntary sector (E)</li> <li>• Experience of working with someone on a one-to-one basis (E)</li> <li>• Proven experience of meeting and exceeding outcomes and targets (E)</li> <li>• Experience of managing multiple tasks at any one time (E)</li> <li>• Previous experience of working assertively to influence decision makers (E)</li> <li>• Experience of supporting people to obtain or keep work(E)</li> <li>• Experience of working within secondary mental health services or similar (D)</li> <li>• Previous experience of delivering a service using the IPS model (E)</li> <li>• Experience of internal (and external) partnership working (E)</li> </ul>

### **Skills and Attributes**

- An understanding of the employment needs, and challenges faced by people who experience mental health needs (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 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 (E)
- Empathy with the needs of those with mental health support needs (E)
- Passion and drive to make a positive difference to people's lives (E)
- Highly motivated with a genuine belief that someone with a mental health condition can find paid employment (E)
- Resilient and tenacious to not give up despite setbacks and frustrations (E)
- Commitment to integrity and excellent service delivery to the client, employers and clinical team (E)
- Self-aware of personal strengths and weaknesses and actively invest in personal and professional development (E)
- Willingness to travel within the region (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 a Enhanced and with a Vulnerable Adults level (E)

### **Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)