



NHS

West London
NHS Trust

Candidate information pack



Promoting hope & wellbeing **together**

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Welcome

Dear Candidate

Thank you for your interest in the IPS Employment Specialist role for Community & Recovery Services. This pack provides you with all the information you may need to apply for this vacancy.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through our Integrated Care Services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with Integrated Care Partnerships and at the wider system level, as a strong voice for integrated services and the most vulnerable in society.

I am looking for a candidate with the drive, enthusiasm and vision to lead the expansion and transformation of both mental health and community services in collaboration with our staff and our partners.

Thank you for your interest this role and I wish you every success with your application.

Yours sincerely

Ian Merrick

Head of Vocational Services

About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as 'Good' overall by the Care Quality Commission, and the rating for our Forensic services has improved from 'Requires improvement' to 'Outstanding'. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m. In parallel, we have also improved efficiencies by reducing length of stays and improving patient flow, with almost no out of area placements in recent years.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

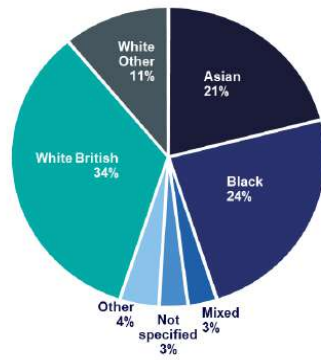
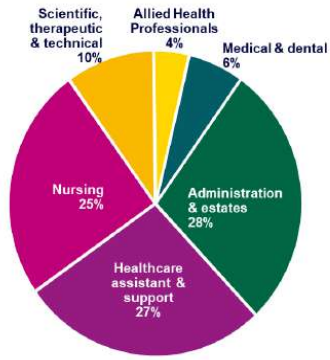
The Trust leads the North West London CAMHS provider collaborative. This involves managing the delegated specialist-commissioning budget with a commitment to a recurrent investment of £1.8m a year for community services. This includes a reduction in hospital admissions, improved provision of care closer to home through reduced out of area placements and reduced length of stay for children and young people. Our forensic services are part of the North London Forensic Consortium. Patient care is founded on recovery and co-production principles.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service. The Keeping Well service, received over 900 referrals in its first 9 months, 54% of which are from BAME staff, which broadly matches the workforce profile across North West London ICS.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) in July 2019 exemplifies our ambition. ECP is led by West London NHS Trust and brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents. The partnership extends to a GP practice supporting care homes in Ealing.

Our staff have rated us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust was highly commended in the mental health trust category of the year HSJ Awards in 2020. It received an award for workforce innovation to improve staff recognition in the same year.

More details about the Trust's services and workforce are shown in the diagram below



188,167 patients using or referred to our services

182,226 patients seen in the community

6,247 older people using or referred to our dementia services

8,141 children & young people using or referred to our services

2,965 inpatients

Registered disabled 4.3%

LGBTQ+ 2.8%

Male 35%

Female 65%

142,107 in Ealing

21,153 in Hammersmith & Fulham

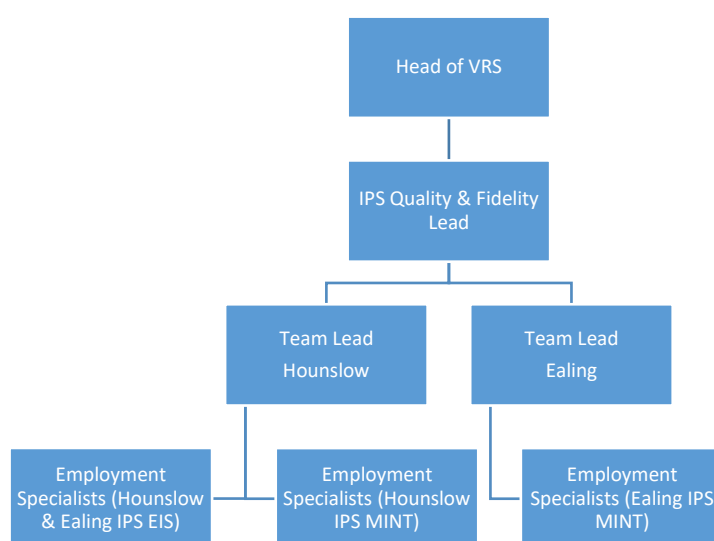
22,174 in Hounslow

Across 40+ sites

How we are organised

The IPS Employment Service is part of the Vocational Recovery Service in Community & Recovery Mental Health Services. We support service users back into paid employment as part of their recovery in Hounslow and Ealing, alongside Richmond Fellowship who deliver a similar service in Hammersmith & Fulham. The Vocational Recovery Service offers three pathways of support:

- IPS Employment Service – for service users who are ready to get back into paid employment
- Work experience – for service users who want to prepare more gradually for a return to paid employment
- Job retention service – for service users who are in work but need support to retain their job or to find a new job to support their mental health



Our Trust Values

Togetherness: Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

Responsibility: Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

Excellence: Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

Caring: Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

Job Description

Post title	Employment Specialist, Individual Placement & Support (IPS)
Grade	5
Responsible to:	IPS Team Lead

Key Relationships

Internal: Clients, Team Lead, Clinical Teams (EIS or MINT), other Vocational Recovery Services staff.

External: Job Centre Plus, local authorities, local community and voluntary sector, training providers, employers, other employment professionals outside the Trust.

Location: Borough based (Ealing or Hounslow, EIS or MINT Teams)

Contract: Full-time, permanent (Part-time hours will be considered).

We positively welcome applications from people with lived experience of mental health conditions or learning disabilities and people who represent diverse communities

Job Summary

The post-holder will provide advice, coaching and support to clients with mental health conditions who wish to pursue paid employment, in line with the Individual Placement & Support (IPS) principles. The post-holder will be integrated with a multidisciplinary community mental health team, providing the employment support element of the overall care plan. The post-holder will work closely with mental health professionals, employers and other agencies to support the employment goals of their clients. The post-holder will ensure accurate record keeping in line with IPS fidelity and will promote the service to internal and external stakeholders.

You can find out more about the role of an IPS Employment Specialist here

[What is an IPS employment specialist? - YouTube](#)

Key Result Areas & Performance:

1. Be part of a team of employment specialists delivering employment support in accordance with the IPS (Individual Placement and Support) model
2. Engage in supervision and ongoing support with other IPS specialists with a view to achieving high fidelity within the IPS service
3. Develop and deliver a range of practical services to meet clients' needs, including career guidance, CV preparation, benefits advice, individual coping techniques or work coaching, and practical assistance in seeking and securing work/learning
4. As a member of the IPS team, provide advice to other staff in relation to employment needs of service users, considering options such as referral to the IPS service or signposting to other services

5. Build relationships with local employers and maintain up to date information on employment and labour market issues and local services
6. Work in partnership with external agencies such as Job Centre Plus, advice centres and training providers to meet client needs and promote the service
7. Maintain accurate and up to date records of activity and outcomes in line with organisational and nationally agreed requirements
8. Maintain service delivery in line with local and national quality assurance standards
9. Effectively manage own caseload of clients; monitoring, reviewing and reporting activity and outcomes in line with organisational and national targets
10. Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities
11. Receive regular supervision and training to meet individual, team, organisation and national needs.

This is a description of the main duties and responsibilities of the post and is not intended to be exhaustive. The job description will be reviewed and changed with prior consultation from time to time.

Person Specification

	Criteria	Essential	Desirable	Assessment Method
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Qualifications	Higher education qualification in a related subject (eg. career guidance, information advice and guidance, human resources, counselling, training etc.), psychology, or equivalent experience.	✓		AF
	Evidence of recent and ongoing relevant further training and professional development		✓	AF
Experience	Carrying out employment needs assessments with individuals		✓	AF / I
	Developing partnerships with other individuals or organisations	✓		AF / I
	Managing own workload	✓		AF / I
	Recording accurate data in electronic format	✓		AF / T
	Providing information, advice and guidance		✓	AF / I
	Helping others to make their own decisions	✓		AF / I
	Working collaboratively within a team	✓		AF / I
	Experience of working in a mental health setting		✓	AF / I
	Experience of working within the IPS model		✓	AF / I
	Working within an employment service		✓	AF / I
	Liaising with employers to sustain employment including identifying reasonable adjustments in line with the equality act		✓	AF / I
Knowledge	Knowledge about employment/health related benefits (e.g. ESA, UC, etc.)		✓	AF / I
	Employment law – basic knowledge of the Equality Act 2010 and employment rights		✓	AF / I
	Recruitment – professional knowledge of effective job search including creating an effective CV, applying for jobs in a variety of ways, answering interview questions, and job searching in the local area (London)		✓	AF / I
	Education and Training – basic knowledge of different types of courses and qualifications available in the UK		✓	AF
	Knowledge and skills in Motivational Interviewing		✓	AF / I
Skills	Computer skills – MS Outlook, Teams, Word, Excel, and PowerPoint	✓		AF / T
	Communication skills including presenting information in a range of formats for users and stakeholders, including the creation of presentations and reports	✓		AF / I / T
	Building confidence in others	✓		I
	Building and maintaining effective relationships	✓		AF / I
	Accuracy and attention to detail	✓		T
	Ability to work under pressure and maintain concentration	✓		AF / T / I
	Problem solving and solution focused in approach	✓		AF / I / T

	Able to work flexibly to meet deadlines and prioritise greatest need		✓	AF / I
	Self-motivated to work autonomously and independently with confidence when required	✓		I
Other Requirements	Open to continuously developing and improving practice			I
	Exercise initiative, flexibility, tact and self-awareness			I / T
	Willing to use peer group supervision creatively			I
	Be aware of own limitations and seek appropriate senior advice and leadership			I
	Willing and able to travel within and potentially outside the catchment area in a timely manner in the course of the working day			I
	Personal experience of mental health conditions			AF / I

Assessment Key

AF - Application Form

I - Interview

T - Test

How to Apply

Applications should be made via NHS Jobs.

The recruitment schedule is as shown below:

Timescale	Event
Information session	2 nd August, 2022 at 12 midday
Closing date for advert	21 st August, 2022
Shortlisting	22 nd August, 2022
Assessment & Interview	5 th and 6 th September, 2022

We will run an information session on 2nd August on MS Teams where you can find out more about the role, get advice on how to do a quality application and ask any questions about the role. The session will be at 12 midday and can be accessed via this link:

[Click here to join the meeting](#)

For more information or an informal chat please contact:

Name: Lesley Harding

E-mail: lesley.harding@westlondon.nhs.uk

Telephone: 07759 365213

Main terms and conditions

Salary	Band 5
Base	Ealing or Hounslow
Hours	37.5 hours (part-time hours will be considered)
Notice period	4 weeks

General

The post holder may be required to work at any of the Trust's sites in line with the service needs. All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Fit and Proper Person Test

All Trust Board appointments are expected to be in accordance with the requirements of the Fit and Proper Persons Test, which covers evidencing suitability for the role, background checks and compliance with NHS Code of Conduct for Managers.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

Continuous Improvement

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

Health & safety

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers have a responsibility to ensure that policies and procedures are followed, that staff

receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures. It is our expectation that staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

Safeguarding & Duty of Candour

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

Standards of Business Conduct

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.