

JOB DESCRIPTION

JOB DETAILS

Job title: Community Manager – Individual Placement and Support (IPS) Services
Job code: **GHC 1964**
Band: 7
Location: Pullman Place, Gloucester, GL1 3NF
Accountable to: Operational Manager/Deputy Service Director

JOB PURPOSE

- Lead in the operational management of the IPS service, providing day to day management, leadership and line management to staff.
- Line management of IPS Lead Employment Specialists who will lead their individual teams of Employment Specialists to support people who have experienced serious mental health difficulties and who wish to gain employment.
- The post holder will ensure that the Employment Specialists and IPS workers are embedded within Secondary Mental Health Services, including Recovery Teams, and offer support for those who have a serious mental illness and are being supported by primary care.
- To ensure the IPS Service adheres to the service specification provided by commissioners. This includes the use of highly developed specialist skills and knowledge of the Individual Placement and Support (IPS) employment model
- The IPS Manager will operationally manage the health and social care resources including staff, buildings and budgets for the Vocational Service
- The post will lead on establishing, and maintaining, suitable links with local employers to facilitate job opportunities for people on the IPS caseload
- Participate in regional IPS events facilitated by NHSE and South West Development
- Collect and collate data/information effectively for the purpose of audit, research and service performance
- Mentor, supervise and coach staff
- Work in partnership with clients, carers and other agencies to ensure effectiveness of outcomes and co-design of services

DIMENSIONS

Staffing Establishment –up to 30 staff

Budget – up to £2m

CORE KEY RESPONSIBILITIES

Leadership

- To provide effective management, leadership and clinical guidance to IPS staff, secondary mental health services and primary care.
- To lead on service development and expansion to meet targets set by NHSE, including access and outcome targets
- Budget holder for the IPS Service with responsibility and accountability for expenditure and staying within budgetary limits.
- Responsibility for delivering a comprehensive range of Human Resource requirements for the team (e.g. recruitment and selection, appraisal, CPD and statutory / mandatory training).
- To ensure the provision of management supervision, including workload management for Lead Employment Specialists.
- To provide a strong channel of communication to and from team members and relevant stakeholders (including meetings with other specialist teams within the Trust and other agencies (e.g. employment agencies, employers, industry, etc)
- To provide advice to other professionals and non-specialists pertaining to IPS Vocational Services.
- Professional and team responsibility to develop structure and regularly schedule long term operational policies and service developments, as required by the Operational Manager.
- Ensuring that service users (and carers) are actively involved in the design, monitoring and evaluation of services.
- Responsibility to provide operational and/or professional leadership so that the service complies with Trust policies and procedures to include the implementation of caseload supervision and audit of standards against national and commissioner requirements.
- To act as a focal point for risk assessment and management issues within the IPS Vocational Service.
- To be responsible for initiating and coordinating audit as part of clinical governance on at least an annual basis.
- To ensure that all necessary information, including performance management activity, required for internal and external agencies is collected and maintained.
- To work with professional leads to ensure that students placed with the Vocational Service are supervised and mentored appropriately.
- To maintain a level of personal professional practice as agreed with the Community Services Manager and in line with continuing professional registration requirements.

- To facilitate the development and implementation of system/tools enabling capture of information/data to evaluate the outcomes of the IPS Vocational Service in line with commissioner requirements.
- To ensure on a daily basis that team members are providing appropriate IPS and employment interventions to service users (that also take account of risk and other individual factors).
- To identify barriers to employment and education and to build partnerships with other community agencies to maximise opportunities in these areas.
- To act up for the Operational Manager / Community Services Manager as required.
- To facilitate the delivery of mental health & IPS Employment training to community organisations.
- To ensure that the IPS Vocational Service remains focussed on its core priorities.
- To undertake investigations and fact finding reviews for the purposes of disciplinary procedures, root cause analysis or service development.
- To ensure that the team members maintain an emphasis on employment for service users.
- To contribute and initiate where appropriate relevant research.

Training / Education

- Deliver teaching and education as required by the IPS model
- Continue to develop the service in conjunction with other team members, as agreed with the ICB, IPS Grow and NHSE

Professional

- Responsible for own professional development and to keep up to date with current issues in professional field, to include attendance and participation at related meetings, mandatory and in-service study days
- Identify and address own professional supervision needs
- Participate in the appraisal system and maintain own portfolio
- Mentor, supervise and coach staff, including students
- Work in partnership with clients, carers and other agencies to ensure effectiveness of outcomes

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Clients and carers
- Multidisciplinary secondary mental health teams
- Primary Care
- Other specialist teams both within and outside the trust
- Local employers
- Trust teams and services
- ICB Commissioners
- IPS Grow and NHSE
- Trust Operational Governance Committee, Operational Development Committee
- NHS South West Development
- National Centre for Mental Health

EFFORT AND HEALTH & SAFETY FACTORS

- Frequent sustained mental effort in the resolution of complex problems.

- Dealing with staff disciplinary / management issues including performance / attendance management
- Exposure to emotional and highly distressing circumstances.
- Lone working
- Long periods of intense concentration which may be required regularly throughout the working day.
- Frequent driving, within and outside the locality often in busy and congested conditions an occasionally at night.
- The role entails VDU work for example writing reports.
- Flexibility to provide evening and out of hours working.
- Ensuring own diary is prioritised and all work commitments are met.

MOST CHALLENGING PART OF THE JOB

- Developing and maintaining working relationships.
- Managing change, sometimes with resistance from staff and clients.
- Being responsive to unanticipated events and proactively managing them
- Delivering outcomes within a strict time frame and budgetary constraints in a service that is very target-driven
- Managing complex team dynamics and interpersonal relationships
- Dealing with complaints / issues with clients and carers
- Being flexible and responsive to a developing service where change is inevitable including relocation of base

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Senior Managers

Under Section 11 of the Children Act, senior managers have a duty to safeguard and promote the welfare of children and young people. There should be a culture of listening to children and taking account of their wishes and feelings (with individual decisions and development of service); effective inter-agency working with awareness of information sharing procedures; safe recruitment and effective Allegations Management procedures in place.

Under The Care Act 2014, there is a requirement to demonstrate compliance with the 6 key principles of the Act: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability in relation to Safeguarding Adults – Making Safeguarding Personal.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and nonclinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

Positive Behaviour Management (PBM) – Practical training in the implementation of Physical Intervention techniques that are designed to temporarily gain control of a service user's behaviour at a time when they are placing either themselves or others at risk of injury. Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session. Depending on the technique each trainee will be able to adopt a 'stable stance'; balanced to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso. They will also be able to safely achieve a controlled movement to and from the floor in support of a service user.

