

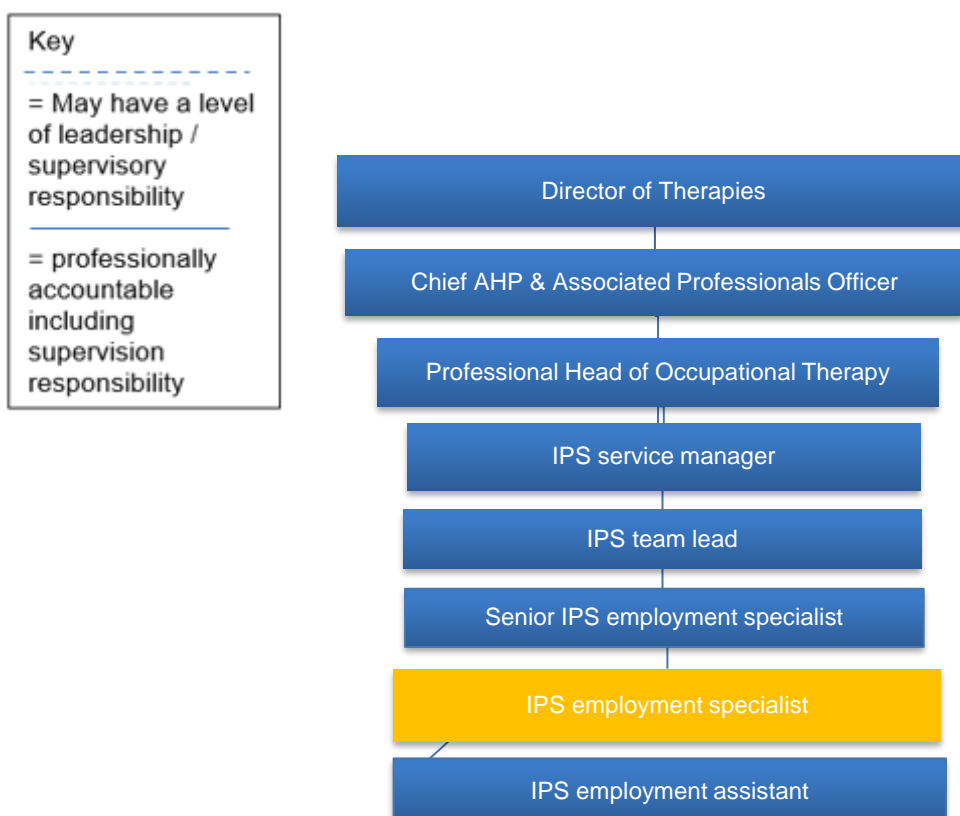
ZZZ-AHP-035 April 25

## Job Description

<b>Job Title</b>	Individual Placement and Support (IPS) Employment Specialist
<b>AFC Band</b>	Band 4
<b>Accountable to</b>	IPS service manager and General Manager
<b>Responsible to</b>	Line Manager, IPS service manager, clinical supervisor.
<b>Responsible for</b>	Self

### 1.0 Organisational Chart:

#### IPS clinical leadership line of accountability



	2.1	<b>Clinical</b>  To carry an IPS caseload working without direct supervision.
	2.2	<b>Education</b>  Contributes to the education of patients, carers, and students. May lead in service training/awareness sessions for the IPS and MDT teams and employers.  Responsible for maintaining own continuous development and supporting the development of IPS assistants where present.
	2.3	<b>Research</b>  Takes part in audits, and service development initiatives led by others. Applies evidence base to practice under guidance of IPS supervisor/team lead and MDT colleagues.
	2.4	<b>Leadership</b>  Self-aware and able to modify and role model personal behaviours and actions to enhance own performance and support others to do so.  Demonstrates personal effectiveness and contributes to and promotes collective and compassionate leadership.
<b>3.0</b>	<b><u>Main Duties, area of Responsibilities</u></b>	
<b>3.1</b>	<b>Delivering high quality patient care</b>	
	3.1.1	To independently manage a caseload of up to 25 people with severe and enduring mental illness and who wish to gain paid employment using Individual Placement and Support (IPS) in line with the fidelity, often working without direct clinical supervision in a variety of settings which may include the patient's own home.
	3.1.2	The employment specialists work will be led by and focused on the aspiration of the patient, considering their strengths, difficulties, and employment assets to offer the most effective support.
	3.1.3	Conducts an assessment through vocational profiling, discussing the persons job goals and their capacity for work.
	3.1.4	As part of vocational profiling consider the persons: <ul style="list-style-type: none"> <li>• Ability</li> <li>• Previous work experience</li> <li>• Confidence to perform tasks.</li> <li>• Any other factors that may influence employment, including whether the person has or can develop strategies to address these.</li> </ul>
	3.15	As part of job matching for each person, consider factors identified during vocational profiling, and how these factors apply to, and influence job roles

		discussed, and actions plans developed.
	3.1.6	Refer individuals to other support where barriers to employment are particularly complex e.g., occupational therapy, psychology, other.
	3.1.7	Offer the person support, agreeing a SMART written action plan detailing the steps to be taken to gain paid employment and the appropriate support route. This will include, abilities, preparation for work, work solutions, disclosure.
	3.1.8	Provide help to find the right job and provide advice and support on training and how to prepare for employer interviews. This may include help with benefits, transport to work, access to work, and addressing health at work.
	3.1.9	<p>Advocate on behalf of patients with prospective employers to identify work solutions that will overcome or minimise difficulties within the workplace ensuring that this is in line with patients wishes re: self- disclosure e.g.</p> <ul style="list-style-type: none"> <li>• Support to form disclosure statements</li> <li>• Work issues</li> <li>• Workplace behaviour</li> <li>• Possible work solutions</li> <li>• Improving employer awareness of reasonable adjustments and the Equality Act</li> <li>• Development needs</li> <li>• Reactions and interactions with colleagues and supervisors</li> <li>• In work support</li> </ul>
	3.1.10	Provide personalised support after an individual has gained employment.
	3.1.11	Escalate complex issues to the IPS employment team lead, line manager, clinical supervisor, and wider team as necessary.
	3.1.12	<p>Obtains patient consent (or appropriate legal alternative) for IPS interventions, ensuring that all patients remain at the centre of decision making and are fully safeguarded.</p> <p>Manages risk effectively in clinical and community settings including the patient's own home.</p>
	3.1.13	<p>Promotes and maintains safety, privacy, and dignity of all patients in the delivery of IPS recognising and respecting differences including spiritual and cultural beliefs.</p> <p>Recognises diversity and applies anti-discriminatory and anti-oppressive principles in practice.</p>

	3.1.14	Promotes recovery, co-production, and allyship with patients, carers and others involved in their care.
	3.1.15	Acts, wherever applicable, in accordance with all relevant legislation for example the Mental Health Act, Mental Capacity Act, Children Act, Duty of Candour and associated policies and procedures with support.
	3.1.16	Recognises the potential for signs of patient harm, abuse, or neglect, including poor practice, reporting all such concerns within expected timescales in accordance with legislative frameworks, local policies, and procedures e.g., Safeguarding, taking all reasonable steps to protect the patient with due regard to positive risk taking.
	3.1.17	Ensures the highest professional standards and attitudes towards the care of patients are always maintained and that IPS is delivered in accordance with the IPS fidelity model, evidence-based practice and IPS Grow guidance.
	3.1.18	Is aware of content of safety summaries, safety plans and non-client specific risk assessment to inform practice in accordance with Trust policies and procedures.  Where new risks are identified with guidance from registered staff members may update safety summary and plans.
	3.1.19	Demonstrates safe physical interventions in the management of violence and aggression as required for the post and in line with Trust training requirements e.g., level 1 and/or 2 positive and safe training.
	3.1.20	Responds to crisis situations, seeking advice and guidance from other relevant professionals and escalating as appropriate.
	3.1.21	Responsible for maintaining appropriate boundaries with patients and those involved in their care.
	3.1.22	Provides information and updates on patient progress at clinical meetings and participates in the clinical decision-making process as part of the multidisciplinary team.
<b>3.2</b>	<b>Successfully communicating with others, establish and maintain great working relationships and gain co-operation</b>	
	3.2.1	Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met in a compassionate and timely manner, always remaining professional and courteous.
	3.2.2	The employment specialist will develop in depth knowledge of the local labour market, local support, and new initiatives, considering the need of the client

		and to broker effective interventions. This includes specialist schemes to find and retain employment.
	3.2.3	Work closely with local agencies, community resources and employers to identify and create appropriate job vacancies.
	3.2.4	To develop and maintain the integration of mental health treatment and employment support by establishing effective liaison and collaboration within the CMHT and across TEVV IPS services.
	3.2.5	With consent, communicates information regarding patients', professionally, compassionately, and in a timely manner to others involved as appropriate, having due regard for confidentiality at all times.
	3.2.6	Communicates effectively in a supportive and positive manner to encourage patients to actively participate in IPS, including, but not exclusively using coaching and motivational techniques.
	3.2.7	To promote a positive image of IPS, our service, our Trust, and those who always use it (in a personal and professional capacity, including when online and using social media).
	3.2.8	Communicates sensitive information with patients, carers, other healthcare professionals and outside agencies, where persuasion, reassurance or co-operation is required.
	3.2.9	Works collaboratively as a member of multidisciplinary and integrated teams, sharing information and skills.
	3.2.10	Promotes and contributes to collective leadership through participating in or initiating purposeful peer support, IPS forums and meetings within and/or outside the Trust.
	3.2.11	Responds compassionately to initial complaints, informing the line manager and supervisor/s in a timely manner.
<b>3.3</b>	<b>Effectively analysing information, identify problems, develop solutions and make recommendations/decisions</b>	
	3.3.1	Collates and undertakes basic analysis of information from patients' vocational profiles develop employment action plans.
	3.3.2	Makes judgements and responds appropriately to patient's responses and mood during IPS sessions.
	3.3.3	

		Analyses patients' progress when facilitating IPS and makes judgements in relation to adjustments to the activities (within established parameters).
	3.3.4	Identifies non-routine situations and takes appropriate action within own scope of practice and escalate to relevant line manager and supervisor/s.
	3.3.5	Is aware of own limitations and seeks guidance appropriately where issues are outside of own scope of experience.
	3.3.6	Keeps informed of relevant employment legislation and changes to the benefit system and applies these in IPS practice in relation to their impact on each individual.
<b>3.4</b>	<b>Effective processing and management of information and the use of information systems</b>	
	3.4.1	Undertakes administrative tasks in relation to own work.
	3.4.2	Uses Trust-approved electronic systems to support practice.
	3.4.3	Responsible for maintaining accurate and comprehensive electronic patient records in accordance with the Trust record keeping standards.
	3.4.4	Responsible for safe transport and storage of confidential patient information in line with Trust Policies.
	3.4.5	Records data for statistical purposes in an accurate and timely manner e.g., IPS fidelity data spreadsheet
	3.4.6	Writes IPS action plans collaboratively with patients and saves them to appropriate systems.
	3.4.7	Data Quality is a personal responsibility for all employees. All staff are accountable for the quality of information they collect and use.
<b>3.5</b>	<b>Efficient and effective planning and organising of activities.</b>	
	3.5.1	Prepares information/resources in a timely manner as required for IPS practice.
	3.5.2	Plans own workload using comprehensive diary management, managing competing demands to ensure IPS is delivered according to priorities under guidance from IPS supervisor/team lead.
	3.5.3	Delegates tasks to IPS assistants within parameters agreed with IPS service manager, and according to IPS assistant job description.

	3.5.4	Plans, organises and writes employment action plans/vocational profiles for individual patients, within the limits of the IPS fidelity framework.
	3.5.5	Assists in planning and delivering training/awareness sessions, workshops, seminars, and poster displays within agreed timescales.
<b>3.6</b>	<b>Developing and implementing policies and or services</b>	
	3.6.1	Actively contributes to the development of policies, procedures, and local guidance in own area as part of the IPS team and implements these robustly in practice.
	3.6.2	Actively contributes to continual safety and quality improvement activities as part of the IPS team.
	3.6.3	Actively contributes to development of best practice in own service area e.g. via discussion and team meetings.
<b>3.7</b>	<b>Managing finance and physical resources/assets e.g. equipment, fixtures and fittings, stationery etc</b>	
	3.7.1	Complete own time sheets, mileage forms, expense claim sheets etc., accurately, in accordance with diary, and in a timely manner, providing receipts as required.
	3.7.2	Monitors stock levels and requests new stock as required e.g. business cards, brochures, self-referral postcards.
	3.7.3	Uses petty cash as appropriate.
	3.7.4	Has a personal duty of care to ensure all equipment is used safely and effectively, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.
	3.7.6	Ensures safe transport and storage of equipment and materials including those containing confidential patient information.
	3.7.7	Makes recommendations to management on new or replacement resources/equipment required by staff to carry out their roles e.g. software.
	3.7.8	May support patients in accessing funding streams as necessary.
<b>3.8</b>	<b>Undertaking research, audits and governance, providing assurance to others</b>	

	3.8.1	To contribute to audit, quality assurance, IPS fidelity review/monitoring, and service development.
	3.8.2	Maintains up to date knowledge of evidence-based practice for IPS and employment support including relevant evidence base linked to engagement with people with severe and enduring mental illness.
	3.8.3	Participates in the implementation of agreed action plans.
	3.8.4	Provides assurance to others on lifelong learning as part of trust appraisal process and in line with IPS service training needs analysis in collaboration with IPS supervisor.
<b>3.9</b>	<b>Management of others, including planning and allocating work, training and development and management of the employment contract</b>	
	3.9.1	Delegates day to day activity of IPS assistants within parameters agreed with IPS service manager and in line with job description.
	3.9.2	Supports in recruitment, induction, overall development of IPS staff in agreement with senior members of the team and IPS supervisor.
	3.9.3	Provides guidance, advice, and support about IPS as appropriate to students and less experienced staff in the clinical area, some of whom may be shadowing for a period.
	3.9.4	Identifies training/development needs of staff working with patients who are interested in employment, feeding back to team manager/IPS team lead, and suggesting ways to meet the need.
	3.9.5	May deliver IPS training packages/awareness sessions as agreed with IPS team lead.
	3.9.6	Evaluates the success of training packages/awareness sessions, feeding back to the IPS team lead and team manager.
	3.9.7	Participates in student training as appropriate.
	3.9.8	Provides information, practical advice, and training within scope of own competency to patients, carers and other people involved in patients' care and employment.
	3.9.9	To promote the benefits of supporting patients to access employment, raising the profile of IPS, and raising expectations of the ability of people with severe and/or enduring mental illness to gain and sustain paid employment.



<b>3.10</b>	<b>Managing Self and Level of Autonomy</b>	
	3.10.1	<p>Accountable for own IPS practice including work delegated to others and for raising any concerns around own fitness to practice or that of others.</p> <p>You must raise with IPS supervisor and line manager as soon as possible if you are too unwell to safely and effectively deliver IPS, or have had involvement with e.g. the police with regard to your personal actions.</p>
	3.10.2	<p>As an IPS employment specialist, the post holder has a level of autonomy working without direct supervision.</p> <p>Recognises own limitations, knowing when to escalate to IPS supervisor or other more senior staff.</p>
	3.10.3	Work is monitored and checked regularly by an IPS supervisor/team lead through IPS supervision and IPS team meetings.
	3.10.4	Fully participate in management, IPS and clinical supervision sessions, probation reviews, appraisals, and appraisal reviews in line with the Trust Policies.
	3.10.5	Comply with the terms of the contract of employment, and the Trust Values.
	3.10.6	Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
	3.10.7	<p>Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role.</p> <p>Responsible for own personal development as agreed with the line manager and IPS supervisor, and in line with IPS and service training needs analysis and IPS career pathway.</p>
	3.10.8	Recognises and acts where performance and practice of self and others should be improved or reported or recognised and celebrated.
	3.10.9	Actively participate in building self-awareness, emotional intelligence, and resilience, and actively embrace and seek opportunities to engage in courageous conversations when advocating for self and others.
	3.10.10	Be consciously aware of own values, culture and position and the impact these have on own work and on others.
	3.10.11	Works independently and uses discretion in applying policies and procedures with own client group.

		Refers to IPS supervisor/team lead and/or line manager for advice on more complex issues.
	3.10.12	If appropriate signpost the person to other agencies who will be able to provide advice on other benefits/employment law/support the person may be entitled to.
	3.10.13	Conducts complex employment related assessment, analysing and using information from multiple sources, including supporting the person with their concerns regarding their capacity for work.
<b>4.0</b>	<b><u>Other Requirements</u></b> <p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>All staff members have a duty to report any concerns they have about the safety or wellbeing of patients and/or members of their families, including children. Employees should be aware of their roles &amp; responsibilities to both prevent and respond appropriately to abuse.</li> <li>They should undertake the safeguarding training relevant for their role.</li> <li>This post requires an up to date relevant Disclosure and Barring Service check.</li> </ul> <p><b>Flexibility</b></p> <ul style="list-style-type: none"> <li>The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.</li> <li>The post holder may be required to work in different locations as required by service need.</li> <li>The post holder may be required to work flexible hours as required by service need.</li> <li>There may be a requirement to change the job description in light of developing service needs.</li> </ul> <p><b>Physical Skills required for the role</b></p> <ul style="list-style-type: none"> <li>The post holder will be required to complete normal day to day physical activity within the role involving sitting, walking, and climbing stairs.</li> </ul> <p><b>Exposure to Emotional Circumstances/information</b></p> <ul style="list-style-type: none"> <li>The post holder will be required to fulfil the day-to-day delivery of the IPS model, this will involve attending clinical and non-clinical meetings and routine contact with patients, this may involve emotional and distressing situations.</li> </ul> <p><b>Predictability of the role and level of concentration/mental effort required</b></p> <ul style="list-style-type: none"> <li>The post holder will be required to fulfil the day-to-day delivery of the IPS model to patients, a level of emotional resilience is required.</li> </ul> <p><b>Working conditions</b></p> <ul style="list-style-type: none"> <li>The post holder will be required to fulfil the day-to-day delivery of the IPS model, this will involve internal and external delivery with exposure to different weather conditions.</li> </ul>	

## **5.0 Person Specification**

Essential	Desirable
<ul style="list-style-type: none"> <li>Numeracy and Literacy level 2 (or above)</li> </ul> <p><b>Minimum</b> of level 4 qualification related to IPS practice e.g.</p> <p>Level 4 – Certificate of higher education (CertHE), higher apprenticeship, higher national certificate (HNC), level 4 award, level 4 certificate, level 4 diploma, level 4 NVQ</p> <p>If level 4 award (or higher) is not a health or social care related subject will complete care certificate during first 6 months of employment.</p> <p><b>OR</b></p> <p>A minimum of 2 years of experience in e.g.</p> <ul style="list-style-type: none"> <li>delivering employment support</li> <li>delivering health/social care support</li> <li>providing coaching/advice and guidance</li> </ul>	<p>Evidence of additional qualifications relevant to role</p>

**The following sets of Knowledge, Skills, Experience, Personal Attributes are all essential requirements of the role, some will be measured as part of the interview process and other must be acquired by the post holder within the first 6 – 12 months of being in post.**

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to work collaboratively with members of the MDT to provide an effective service.</li> <li>Ability to deliver employment support interventions competently.</li> <li>Ability to communicate information (verbal and written) effectively in a manner appropriate to the individual and situation</li> <li>Adherence to Trust record keeping standards.</li> <li>Ability to adapt intervention using own initiative within own scope of practice.</li> <li>Ability to plan and organise a given caseload and prioritise effectively.</li> <li>Fully compliant with statutory and mandatory training.</li> <li>Completed “Doing What Works” IPS</li> </ul>	<ul style="list-style-type: none"> <li>Ability to lead a group session.</li> </ul>

	<p>training or equivalent.</p> <ul style="list-style-type: none"> <li>• Ability to use employment related software packages/platforms.</li> <li>• Demonstrate IPS and service specific competencies.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Awareness of the needs of individuals from diverse social, ethnic and cultural backgrounds</li> <li>• Ability to relate to the needs of the patient group.</li> <li>• Compassionate in meeting the needs of vulnerable people and their families and carers.</li> <li>• Ability to work on own in a variety of settings using initiative appropriately.</li> <li>• Ability to work under pressure in a rapidly changing environment.</li> <li>• Able to work flexibly and co-operatively as part of a team.</li> <li>• Committed to continual quality and service improvement.</li> <li>• Committed to promoting a positive image of people with mental health conditions and/or learning disabilities and autism.</li> <li>• Committed to promoting a positive image of IPS and the Trust.</li> <li>• Self-awareness and committed to continual personal development.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Trust Values and behaviours.</li> <li>• Ability to travel independently in accordance with Trust policies and service need</li> <li>• This post is subject to a satisfactory Disclosure and Barring Service check.</li> </ul>	

JOB DESCRIPTION AGREEMENT

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



## **Our Journey To Change key messages**

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

### **Key messages:**

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, patients, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our patients, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

### **Our values - key messages**

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, patients, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

### **Further information**

Further information is available at [www.tewv.nhs.uk/about-us/our-journey-to-change](http://www.tewv.nhs.uk/about-us/our-journey-to-change)

There is also further information for colleagues on our internal staff intranet <https://intranet.tewv.nhs.uk/our-journey-to-change>