

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	IPS Job Retention Specialist (North & East Herts)
Grade/Band:	5
Department:	Adult Community & Enhanced Primary Care
Responsible to:	IPS Employment Quadrant Lead
Accountable to:	IPS Employment Service Manager
Base:	You will be expected to travel between Hitchin, Stevenage (North Herts) and Welwyn, Cheshunt & Ware (East Herts) - This role is a full-time community working role

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions. Our aim is to provide high quality care and achieve great outcomes with and for the people and communities we serve, and in doing so demonstrate we are the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of over 4,000 people and an annual income of some £380 million, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk.
- As a University NHS Foundation Trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- There has never been a more exciting time to join HPFT; we are proud to be rated as Outstanding by the CQC and that our staff would recommend us as a place to work and be happy with the standard of our care if a loved one needed it.

Our Services

We provide mental health and social care services – including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services. The Trust works in close partnership with Hertfordshire County Council and with other NHS organisations to advocate for and support people with mental ill health and learning disability. We also provide specialist learning disability services in Norfolk and across Essex.

The Trust provides:

- Community Services including local teams for mental health and into schools and primary care.
- Acute and Rehabilitation Services including inpatient services and crisis teams.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

Each Community Services Hub provides a specialist care pathway to Service Users with Non psychotic disorders and Personality disorder. They also provide specialist care pathways to those with psychotic disorders. Employment Support forms part of the pathways.

You will provide a specialist service, autonomously managing a caseload of service users to enable them to retain their employment using the Individual Placement Support (IPS) model, working with colleagues within HPFT community mental health teams and Primary Care.

You will provide advice and ongoing support on issues including employment rights, reasonable adjustments, and phased return to work plans.

You will support with employment termination applications and provide workplace support to the service user and employer to promote inclusion and reduce discrimination and stigma.

You will work directly with all relevant stakeholders: the service user, Community Services staff, consultant psychiatrists, partner agencies and employers to support the service users on your caseload to retain their employment.

You will be a fully integrated community team staff member, attending team meetings etc. Supervision will be provided by the IPS Employment Quadrant Lead. You will also be part of the Virtual IPS team receiving support from peers in other Community teams.

Key Relationships:

- *Multidisciplinary team*
- *Other Employment workers*
- *Other trust teams and departments*
- *DWP and other statutory services*
- *MIND and other 3rd sector providers*
- *Local employers*
- *Local education providers*

Duties and Responsibilities:

- To provide Job Retention support to those service users currently under mental health services who are at risk of losing their job through supporting with meetings and responses to Managers, Occupational Health Departments, HR departments and Legal representatives. This may occasionally include supporting service users out of a job which despite adjustments and best efforts remains detrimental to their wellbeing.
- Delivering the IPS (Individual Placement and Support) approach for those who have been supported out of a job and wish to obtain new employment, for which training will be given should a service user be supported into a new role.
- Working in partnership with clients, employers, the local statutory and voluntary sectors, as well as other stakeholders to support clients to retain employment.
- Proactively develop and maintain a portfolio of employer relationships through regular outreach, networking and direct contact
- Ensure that the quality of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills.
- To 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 help with any new or reoccurring issues in relation to mental health and job sustainability.

- To provide individualised support to service users once they have returned to work to assist them in maintaining employment.
- Meet and exceed job outcome targets for service users
- Build a multi-disciplinary approach to the return to work. For example, involve clinical staff (where relevant) in managing symptoms at work, medication reviews and supporting rehabilitation needs e.g. social skill development, budgeting, travel training etc.
- Contribute to the effective monitoring and evaluation of systems relating to IPS delivery within the quadrant
- Keep abreast of changing practice within vocational rehabilitation, employment law and work related benefits.
- To undertake mandatory training as required including training in the IPS approach and Job Retention Skills
- To actively participate in own continuous professional development
- To ensure that all relevant policies are adhered to such as information governance, safeguarding etc.
- To regularly collect and promote service user employment recovery stories.
- To deputise for IPS Employment Quadrant Lead if required
- To maintain a professional relationship with the service users of the programme and with key internal and external stakeholders, with particular attention to confidentiality and the maintenance of boundaries.
- Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services
- To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework

Leadership and Staff Management Responsibility

- There is no leadership and staff management related to this post

Financial Responsibility

- There is no financial responsibility related to this post

Service Development and Improvement

- To undertake mandatory training as required including training in the IPS approach
- To actively participate in own continuous professional development
- Participate in personal supervision on a regular basis and annual performance review.
- Actively contribute to the implementation, evaluation and modification of IPS interventions supporting IPS Employment Quadrant Lead to ensure a model of continuous improvement is applied across the quadrants.
- Actively participate in the overall development and quality of community services.

Communications

- Build relationships with clinical teams to generate referrals and create a collaborative working partnerships with NHS clinicians where employment support is integrated into mental health treatment.
- Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- To demonstrate highly effective interpersonal skills, self-awareness, sensitivity and empathy in all communications.
- To form therapeutic relationships with service users which overcome any barriers to gain co-operation and encourage engagement.
- To report effectively to the MDT on service users progress verbally and in writing.
- To adhere at all times to Trust data security policies and procedures.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from

harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



PERSON SPECIFICATION

The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

Successful candidates MUST have the potential to achieve the knowledge and skills requirements of their second gateway.

Job Title: IPS Employment Specialist

Department: IPS Employment Service

Date last reviewed: 29th May 2026

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/ EDUCATION/TRAINING • Educated to a degree level or equivalent experience • IPS trained • Additional relevant training in areas of employment, mental health, coaching • Trained in the IPS approach • Level 3 Diploma in Employability Services Sector Qualification • QCF in Advice and Guidance (Level 3) • Job Retention Training or equivalent experience	AI	A/I A/I A/I A/I A/I A/I
PREVIOUS EXPERIENCE • Considerable experience of working with adults with MH difficulties in a health or social care setting • Experience of working alongside people to identify goals and take practical steps towards achieving them (e.g. employment support, careers guidance, coaching, advice work, social work or community development). • Supervision of junior staff • Experience of partnership working, negotiation and liaison with other agencies	A/I	A/I A/I A/I

SKILLS/KNOWLEDGE/ABILITY • Knowledge of disability and special needs issues, policies and legislation in relation to employment • Ability to quickly learn and consistently apply a structured, evidence-based model of practice (Desirable: familiarity with IPS or other supported employment frameworks) • Knowledge of employment law • Team orientated and work collaboratively within a mixed-disciplinary team • Experience of partnership working, negotiation and liaison work with other agencies • Experience of opening up job opportunities with a range of employers • Ability to work with key IT tools such as MS Word, Excel and Powerpoint • Ability to engage and motivate people who may be ambivalent about employment, using a person-centred, non-judgmental approach • Confidence approaching and building relationships with employers, including cold outreach and networking in a range of business contexts • Comfortable working to outcome targets and using data to reflect on and improve practice • Ability to manage a varied caseload at pace whilst maintaining quality of engagement with each service user COMMUNICATION SKILLS • Ability to build rapport with a range of people • Ability to provide and receive sensitive information regarding services users care and social situation • Ability to work effectively in a team • Knowledge of appropriate professional relationships and boundaries • Ability to negotiate and persuade appropriately prospective employers of	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I
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benefits of offering work opportunities to Service Users. • Active listening skills, ability to ask perceptive questions that tease out important information . • Compelling written and verbal communication skills, tailored to a variety of audiences • Mentoring/Coaching Skills ANALYTICAL SKILLS • Ability to respond and adjust appropriately to the changing needs of service users • Able to work independently and use initiative to think quickly on the spot in different, and often challenging situations • Creative problem solving to tackle obstacles that arise and fulfil requirements of the role in innovative ways to deliver greater impact PHYSICAL SKILLS Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving) Ability to use a range of IT equipment relevant to the role. PHYSICAL EFFORT Appropriate level of fitness to undertake all tasks within the role including RESPECT techniques unless you have a disability defined by the Equality Act MENTAL EFFORT • Ability to concentrate, respond appropriately to interruptions and meet deadlines • Ability to concentrate on documentation tasks whilst working in a busy, open plan area.	A/I A/I A/I A/I AI AI AI AI AI AI AI	A/I
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Our values

Welcoming Kind Positive Respectful Professional



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