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| Post No. : | 10035  |
| Post Title: | Senior IPS Employment Specialist |
| Directorate: | Communications and Regeneration |
| Division: | Economic and Cultural Services |
| Section: | Positive Steps into Work |
| Reports To: | Manager-Employment Support Contracts |
| Location: | TBC |
| DBS Status: | Basic |
| Grade: | Grade G |

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| Role Purpose |
| The Senior Employment Specialist will manage a team of Employment Specialists providing supervision, training, caseload management, and role modelling of the Individual Placement and Support (IPS) approach, as part of a recovery plan for mental health service users. The Senior Employment Specialist will provide a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users. The post holder will work face-to-face with clients, managing a 50% caseload, who have mental health support needs and who are unemployed to assist them in securing sustainable paid employment in line with their preferences. Clients will be referred into the service via the Lancashire and South Cumbria mental health teams. To deliver the Individual Placement and Support (IPS) Approach providing person centred advice and guidance to clients, whilst building positive relationships with employers to enable clients to move into suitable employment.To be part of a community mental health team, maintaining positive and integrated relationships, fostering a holistic approach to recovery through employment. |

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| **Main** Duties and Responsibilities |
| * To manage a high quality service that adheres to the principles of IPS best practice.
* Monitor and manage performance of the IPS Employment Specialists – guide them individually on best practice and achieving individual and team job outcome targets.
* Create a culture of continuous improvement.
* Identify training needs of staff and arrange appropriate training to support with continuous professional development.
* Support the design and delivery of in-house staff training and development (including facilitating peer learning and best practice).
* Involve service users in co-production of service developments where possible.
* Coordinate the work of Employment Specialists in Lancashire in relation to building relationships with employers to effectively access the hidden labour market, external agencies and delivery of job seeking groups.
* Produce regular monitoring reports for internal and external stakeholders, including commissioners.
* Manage a caseload of service users.
* Identify barriers for service excellence and work with internal and external stakeholders to implement solutions to ensure a high-fidelity service.
* Responsible for marketing and profiling the service for the team. This includes delivering the communications strategy, collecting and promoting employment recovery stories etc.
* Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within the sector.
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| Qualifications | Please mark which are Essential or Desirable  | E/D |
| * NVQ Level 3 in Advice and Guidance or other relevant qualification
* Supervisory qualification e.g. ILM Level 3, or the willingness to complete this qualification within 12 months
* Trained in IPS approach
* Full Driving Licence
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| Knowledge, Skills and Experience Required | Please mark which are Essential or Desirable  | E/D |
| Knowledge* Substantial knowledge of disability issues, policies and legislation in relation to employment
* Understanding of the principles and practice of supported employment
* Knowledge of a broad range of occupations and jobs
* Understanding of the IPS employment model and experience of supporting staff using this employment support technique
* An understanding of the employment needs, and challenges faced by people who experience mental health difficulties
* Considerable knowledge of a broad range of occupations and jobs
* Understanding the importance of confidentiality and data protection legislation
* Knowledge of the benefits agency and all disability/ employment related benefits

Skills* Provide strong direction and develop others to achieve. Manage and guide the team, showing how success can be achieved. Set an example for others to follow through own caseload management
* A real passion for people, to empower, motivate, support and advise customers and team
* Excellent motivational, communication and listening skills
* Outstanding interpersonal skills and ability to build rapport with a range of people
* Ability to model recovery focused practice including co-production
* Ability to build close, trusting and productive relationships with people
* Team orientated and works collaboratively within a mixed-disciplinary team
* Ability to work independently and use initiative to develop and promote a service
* An ability to manage self and others
* Confidence in all areas of numeracy, literacy and IT skills as required for the role
* Proven ability to source suitable job opportunities through employer engagement activity.

Experience * Substantial experience of working with people with mental health support needs, or a similar group within health, social services or the voluntary sector
* Considerable experience working in employment services
* Considerable experience of meeting and exceeding outcomes and targets
* Considerable experience of staff supervision, management and/or mentoring
* Experience of working assertively to influence decision makers
* Experience of supporting people to obtain or keep work
* Experience of working within mental health services
* Own personal lived experience of recovery from mental health difficulties
* Experience of using the IPS model of employment support to move customers with mental health issues into paid employment
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| Initiative and Independence |
| The post holder will develop a work focussed action plan with individual customers to move them into employment which will be reviewed periodically. They will be responsible for managing their own customer caseload and their own weekly and monthly appointments schedule.Then post holder will manage a team of IPS Employment Specialists and will support them to achieve positive outcomes with their clients, developing good practice and strategies to enable them to achieve paid work. |

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| Relationships/Nature of contacts |
| **Internal** Council and NHS colleagues, clinicians and Trust Team Leaders**External**Clients, employers, support services e.g. training and service providers, DWP, JobCentre Plus |

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| Responsibility for Resources (Financial, Physical, Capital, Information) |
| **Financial Resources**Responsible for ensuring any client spend by Advisers is appropriate and supports clients into employment.**Physical Resources**Use and responsibility of mobile phone and Council laptop.**Information Resources**Client data and to record and retrieve information from the NHS database. |

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| Responsibility for People (including supervision/training of staff or clients) |
| Direct line management responsibility for a team of IPS Employment Specialists to include training, monthly supervision and caseload management. To include IPAs.Responsible for giving accurate information, advice and guidance to a caseload of customers to support them to access appropriate training and sustainable employment. |

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| Mental and Emotional Demands |
| **Mental Demands**The role involves carrying out work related reviews with clients and logging of information onto a spreadsheet and NHS database and collating monthly performance data. It is expected that these tasks to take no more than 60 mins with medium levels of concentration.**Emotional Demands**The post holder will be responsible for the management of a caseload of people with mental health issues who are currently unemployed and wish to secure paid employment and managing a small team of IPS Employment Specialists to support them to achieve positive outcomes with their caseload of clients.  |

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| Planning Requirements |
| * Weekly and monthly planning of staff workloads and tasks.
* Supporting the Manager with the utilisation of resources (including staff) and the delivery of the programme.
* Supporting the Manager with the collation of monthly performance data to review progress against targets and producing monthly progress and project achievement reports.
* Accurate monthly forecasting of job entries and referral rates to ensure targets are achieved and developing performance improvement plans with the Team Leader
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| Additional Information |
| Lancashire wide service with various locations. The post holder may be required to work across Lancashire and therefore must have access to own vehicle.The delivery team will consists of Employment Specialists, Senior Employment Specialists and a Project Manager. The team will support a number of clients annually with the expectation that a percentage of these will move into paid employment. |

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| Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor) |
| Manager Assessment of Working Conditions (percentage of time involved) |
| Manual Handling – Heavy Loads (over 25KG) | 0% | Manual Handling – Light to Moderate (under 25KG) | 0% | Vibrating plant/ tools/ equipment | 0% |
| Noise | 0% | Repetitive work activity/ operations | 0% | Prolonged standing/ walking | 0% |
| Prolonged sitting in a constrained position | 0% | Confined spaces | 0% | Extremes of temperature (e.g. very hot / cold) | 0% |
| Adverse weather conditions (e.g. frost, rain, etc.) | 0% | Working at Height | 0% | Driving HGV/ LGV/ PCV/ Minibus | 0% |
| Fumes, dusts, gases, etc. | 0% | Solvents, oils, paints, de-greasers, etc. | 0% | Pesticides, herbicides, insecticides | 0% |
| Detergent or other cleaning chemicals | 0% | Biological hazards (e.g. vomit, urine, blood, sharps) | 0% | Display screen equipment | 50% |
| The job involves working with (percentage of time involved) |
| Plant and/or machinery | 0% | Vehicles (including driving) | 0% | Electricity | 0% |
| Welding | 0% | Food Handling | 0% | Animals | 0% |
| Working alone | 10% | Working with vulnerable people | 0% | Working with people with special needs | 0% |
| Working with members of the public | 25% | Other (please state): |  |
| Frequency of Risks that may apply whilst working in a people related environment |
| Risk of Abuse | Minimal | Risk of Aggression | Minimal | Risk of Injury | Minimal |

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| Vision and Values |
| Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2015 to 2020.Blackpool might not be the biggest and the brightest but it isn’t without its challenges. We have major social and health issues to deal with, whilst needing to develop and innovate so our town meets the changing desires of modern day audiences.We need to take advantage of other opportunities - in fields like energy generation - with the same vigour our predecessors had, when building iconic attractions such as the Winter Gardens, the Tower and Tower Buildings, the Pleasure Beach, and of course the true one-off that is the Blackpool Illuminations.Our vision for Blackpool is that it will be:“The UK’s number one family resort with a thriving economy that supports a happy and healthy community who are proud of this unique town”**Our Priorities**We have two priorities:* [Priority one - The economy](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-one-The-economy.aspx): Maximising growth and opportunity across Blackpool
* [Priority two - Communities](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-two-Communities.aspx): Creating stronger communities and increasing resilience

Our Values* We are accountable for delivering on the promises we make and take responsibility for our actions and the outcomes achieved
* We are committed to being fair to people and treat everybody we meet with dignity and respect
* We take pride in delivering quality services that are community focussed and are based on listening carefully to what people need
* We act with integrity and we are trustworthy in all our dealings with people and we are open about the decisions we make and the services we offer
* We are compassionate, caring, hard-working and committed to delivering the best services that we can with a positive and collaborative attitude
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| Equal Opportunities: We do our utmost to ensure that here is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities. |