

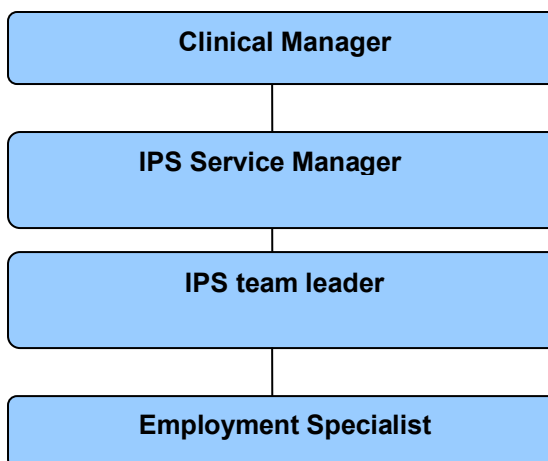
Job Description

Job Title	IPS Team Leader
Post ref no.	JM744
Band	6
Service area	Adult Mental Health
Location/Base	Peripatetic across Bradford District
Accountable to	IPS Team Service Manager

1. Job Purpose:

To manage a team of Employment Specialists (Band 5) providing supervision, training, caseload management, and role modelling of the Individual Placement and Support (IPS) approach, as part of the holistic recovery plan for mental health service users. The Team Leader will provide a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users. To work with clients (manage a small caseload) who have mental health support needs, who are unemployed, to assist them in securing sustainable paid employment in line with their preferences.

2. Organisational Chart



3. Main duties:

- Effectively manage a high-quality service that adheres to the principles of IPS best practice.
- To provide leadership and supervision for IPS Employment Specialists
- Responsible for monitoring and managing the performance of the IPS Employment specialists guiding them individually in best practice and achieving individual and team KPI's
- Provide solution focused monthly supervisions for each employment specialist within the team, including caseload management.

- Lead the team members to ensure Employment Specialists spend enough time in face to face meetings with employers to find the right job match.

- Guide, mentor and coach individual team members to deliver on employment engagements/job development strategies.
- Coordinate the work of Employment Specialists in a region in relation to building relationships with employers to effectively access the hidden labour market, external agencies and delivery of job seeking groups.
- Ensure quality assurance around client satisfaction. Facilitate various feedback opportunities for client to provide feedback on the service and use this to review and develop the service.
- Manage a small caseload of between 5-10 service users at any one time.
- Create a culture of continuous improvement.
- Involve service users in co-production of service developments where possible.
- Identify barriers for service excellence and work with internal and external stakeholders to implement solutions to ensure a high-fidelity service.
- Support the IPS Service Manager in the recruitment and selection of Employment Specialists to the Team.
- To ensure the IPS service is integral part of the CMHT's and PCN's, that referral pathways are clear and understood and that the service maintains a high profile with clinical staff.
- To liaise with CMHT Team managers, PCN Leadership and others to establish and maintain good working relationships and to ensure that employment support is seen as an integral part of care planning.
- To maintain a professional relationship with staff and with service users, with attention to confidentiality and the maintenance of boundaries.
- To liaise, as appropriate, with other staff and departments within the Trust, for example HR, Business Support, Finance, Informatics.
- To liaise with and develop good working relationships with the DWP locally.

4. Working as part of a Team

- To contribute to effective team working by sharing skills, knowledge and attending relevant meetings.
- To create and maintain effective working relationships with all multi-disciplinary teams and relevant agencies.
- Participate in regular supervision.
- Attend all mandatory training.
- Participate annually identifying, developing and agreeing your own development plan with your line manager using the Trust Appraisal process.
- To meet regularly with team managers/care coordinators to coordinate and integrate IPS services into mental health services.
- Facilitate weekly team supervision/meetings, in which Employment Specialists review their cases and identify new strategies to enable their service users into work with support from their peers whilst developing a culture that promotes equality and values diversity.
- To network with other IPS services and external partners to learn and share best practice, evidence and learning.

5. Managing Self

- Participate in regular supervision.
- Attend all mandatory training.
- Participate annually identifying, developing and agreeing your own development plan with your line manager using the Trust Appraisal process.

- Comply with all Trust policies, procedures and protocols. □ Pay regard to materials and equipment.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy.
- Seek advice and support from your line manager whenever necessary.
- Maintain up-to-date knowledge of issues, trends, policy developments and legislation relating to employment, health and wellbeing.
- To create documents/reports in a timely manner.
- To be able to work autonomously, operate in a constantly changing and pressurised environment due to the high turnover and complex needs of service users.
- Present a positive image of the Trust to external agencies.
- Ability to work creatively and innovatively within agreed time scales.
- To undertake any other duties as required by IPS Team Lead or other senior staff

6. Staff Supervision and Support

- Provide support to your direct reports and team members around their personal health and wellbeing.
- Provide solution focused monthly formal supervisions for each employment specialist within the team, including caseload management. To provide informal supervision where necessary.
- Guide, mentor and coach the team to deliver on employment engagements/job development strategies. This may include regular field mentoring to staff, observing sessions, providing feedback and modelling good practice.
- Participate in clinical supervision in relation to the provision of care and treatment of clients.
- To participate in regular supervision with IPS Service Manager
- Make recommendations regarding the formulation of local service direction, guidelines and procedures.

7. Financial Responsibility

The post holder will have budgetary responsibility and act as an authorised signatory for cash / financial payments. They will be responsible for the purchase of physical assets and supplies. The post holder has the responsibility to maintain the safekeeping of the organisation's property.

8. Safeguarding

All staff members have a duty to report any concerns they have about the safety or well being of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training required for their particular role.

9. Core Values:

Below is the Trust's Vision, Aims and Corporate Priorities. The Corporate Priorities are what the Board has identified as specific priorities. The Trust's vision statement is: Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work.

Our Purpose

To create connected communities and help people to feel as healthy as they can be at every point in their lives

Our Vision

To connect people to the best quality care, when and where they need it and be a national role model as an employer

Our Values

We Care - We act with respect and empathy, and always value difference

We Listen - We understand people's views and respond to their individual needs

We Deliver - We develop and provide excellent services and support our partners

Our Goals

Our services

- To provide seamless access to the best care
- To provide excellent quality services **Our community**
- To provide our staff with the best places to work
- To support people to live to their fullest potential, to be as healthy as possible

Core Statements:

1. Infection Control - All clinical and non-clinical staff groups

Responsible for, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with Trust policies that you are aware of your individual responsibilities in regard to infection prevention and control this requires you to:

- Maintain safe infection prevention and control environment for yourself and others.
- Be familiar with and comply with current infection prevention and control, guidelines, policies and procedures.
- Raise matters of non-compliance with your manager.
- Attend infection prevention and control mandatory training as dictated by your manager.
- Be appraised in relation to infection prevention and control.

2. Risk Management

All staff need a basic working knowledge of risk management. They all have a responsibility to identify and report risks, hazards, incidents, accidents and near misses promptly, in accordance with Trust Policy. All staff must be familiar with emergency procedures, risk management systems and incident management in their workplace.

3. Health and Safety

All employees have a responsibility under the Health and Safety at Work Etc Act 1974 for their own health, safety and welfare and to ensure that the agreed safety procedures are carried out to provide a safe environment for other employees and anyone else that may be affected by the carrying out of their duties.

Employees must co-operate with the Trust in meeting its statutory obligations with regard to health and safety legislation and must report any accidents, incidents and problems as soon as practicable to their immediate supervisor.

The Trust has a written health and safety policy which employees have a general duty to read in order that they are fully conversant with its requirements.

4. Patient care

Bradford District Care NHS Foundation Trust is committed to ensuring the highest standards of care and treatment and expects that **all** staff employed within the organisation will treat service users, their carers, relatives and friends with dignity and respect at all times during their contact with services we provide.

5. Information Management

All members of staff are bound by the requirements of the Data Protection Act 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

The post holder is responsible to learn about information governance, to help ensure that best practice guidelines are followed, and personal information is managed to benefit patients, clients and members of staff.

The post holder is required to sign the declaration form to confirm they have read and understood the booklet and leaflet regarding information governance, which will be kept by the HR team in the post holder's personnel file.

SPECIAL WORKING CONDITIONS

PHYSICAL EFFORT:

Working in community settings, travel to visiting patients/staff in a variety of locations and varied environments including NHS bases, patient homes or local community settings. Travel includes district wide locations. Transporting materials required for support and promotion of service for example paperwork and folders

ii) MENTAL EFFORT:

Mental effort includes working with the multidisciplinary team to consider patients holistically, culturally and systemically, working flexibly to support service users, carers and respond to fluctuating patient needs and potential patient safety matters. Uses communication skills to engage patients, where they may hold different beliefs regarding the causes of their difficulties.

The Team Leader will utilise specialist communication skills when negotiating with other services, difficult situations including those of conflict and considering current and future planning

iii) EMOTIONAL EFFORT:

Given the nature of the client population and role within a mental health team, the team Leader may be exposed to patients who are in distress or may share elements of their life stories they found distressing. The Team Leader would provide an empathetic and emotionally supportive place for service users and their relatives or carers. Given their management of staff the above same emotional effort may be required when dealing with management issues, and or staff who are in distress.

iv) WORKING CONDITIONS:

The job holder will be required to travel from site to site and across the Bradford district to support patients in the community, and staff members. Temperature - should be controlled but may experience hot or cold work environment. Violence & Aggression - may experience violence and aggression from patients and/or relatives or carers

Version Control:

Change details	By whom	Date requested	Approved by	Agreed date
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Attributes	Essential criteria	Desirable criteria	How Identified
QUALIFICATIONS	Educated to degree level, or equivalent IPS experience	Certificate in supported employment or equivalent Level 3 Diploma in Employability Services Sector Qualification QCF in Advice & Guidance (Level 3)	Application Form Interview Certificates
TRAINING	Willing to participate in relevant courses and training as required	IPS Training Employer engagement training Counselling or Careers guidance/equivalent as evidenced by a relevant qualification	Application Form Interview

EXPERIENCE	• Experience of working with people with mental health support needs, or a similar group within health, social services or the voluntary sector • Experience working in employment services • Proven experience of meeting and exceeding outcomes and targets • Strong networking abilities • Experience of managing multiple tasks at any one time • Experience of staff supervision, management and/or mentoring • Experience of managing change effectively • Experience of facilitating innovation • An understanding of the employment needs, barriers and difficulties faced by people with mental health conditions. • Experience of delivering IPS employment support. • Experience in presenting to a large audience	☐ Experience of delivering training ☐ Previous experience of delivering a service using the IPS model	Application Form Interview Presentation
KNOWLEDGE	• Knowledge of employment and disability ☐ • Knowledge of community resources. • Substantial knowledge of disability and additional needs issues, policies, and legislation in relation to employment • In-depth understanding of the principles and practice of supported employment with the ability to organise staff caseloads in line with the IPS model		
SKILLS	Effective presentation and organisational Skills		Application form Interview

	❑ Excellent motivational, communication and listening skills ❑ Ability to articulate the IPS model and the evidence base to a range of others. ❑ Able to use IT and tools such as MS Word, PowerPoint and Excel ❑ Strong leadership skills ❑ Outstanding interpersonal skills and ability to build rapport with a range of people from both clinical and non-clinical backgrounds ❑ Ability to work independently and use initiative to develop and promote a service ❑ Team orientated and works collaboratively within a mixed-disciplinary team ❑ Ability to prioritise and plan own workload ❑ Able to meet the demands of the role, working to deadlines. ❑ Ability to travel		Presentation
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ATTITUDE/APPROACH	☐ Non-judgemental and trustworthy ☐ Empathy with the needs of those experiencing mental health problems ☐ Passion and drive to make a positive difference to people's lives ☐ Positive mindset with the ability to motivate, engage and inspire ☐ Highly motivated with a genuine belief that someone with a mental health condition can find paid employment ☐ Resilient and tenacious to not give up despite setbacks and frustrations		Application form Interview
	• Commitment to integrity and excellent service delivery to the client, employers and clinical team • Self-aware of personal strengths and weaknesses and actively invest in personal and professional development • Willingness to travel within the region • Able to demonstrate a high level of perseverance, able to see plans through to their conclusion within agreed timescales. • Able to performance manage staff to deliver services that enable service users to achieve outcomes and improve their wellbeing		Application form Interview
PHYSICAL	Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary)		Occupational Health Screening
GENERAL	BDCFT requires all its staff and prospective employees to carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.		Application Form Interview

