

## Job Description

**Job Title:** Connect to Work IPS Team Manager

**Responsible to:** Line Manager

### Job Summary

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

### Main Duties & Responsibilities:

#### Core Responsibilities:

- Effectively manage a high-quality service that adheres to the principles of IPS best practice
- Drive and monitor stakeholder engagement to ensure development of a robust referral pipeline
- Attend multidisciplinary team meetings, delivering presentations as needed to promote provision
- 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, supported by the Line Manager
- 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
- Where needed, support a small caseload of complex cases, typically up to 5 service users at any one time
- Identify barriers for service excellence and work with internal and external stakeholders to implement solutions to ensure a high-fidelity service
- Provide solution focused monthly supervisions for each employment specialist within the team, including caseload management
- Lead the team to ensure Employment Specialists spend enough time in face-to-face meetings with employers to find the right job match
- Guide, mentor, and coach the team to deliver on employment engagements/job development strategies
- 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
- Assist in the management of relevant budgets.

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### **Relationship Management**

- Arrange regular meetings with clients to monitor and review progress pre and post-employment
- Meet with the Line Manager to agree priorities and work plans
- Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences
- Arrange/facilitate 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 ensure job retention
- Develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals. This may include local colleges and training providers.

### **Additional:**

- Undertake mandatory training as required, including training in the IPS approach
- Actively participate in own continuous professional development
- Support Line Manager in implementing the Trust/organisation's policies and procedures as required
- Responsible for marketing and profiling the service for the team. This includes delivering the communications strategy, collecting employment recovery stories etc.
- Regularly collect and promote service user employment recovery stories
- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within the sector
- Ensure that all relevant policies are implemented such as information governance, safeguarding etc
- To work independently, reliably and deliver consistently to deliver effective IPS practice
- Manage feedback, comments, and complaints.

### **Other Responsibilities:**

- Be conversant and ensure full compliance of all company policies, procedures, and statutory requirements with particular reference to Health & Safety (including Safeguarding), Equality / Diversity, 'Access for All', Discipline and Grievance
- Ensure, where appropriate, premises are kept in good order, maintaining compliance with statutory requirements
- Be prepared to work at other locations to share good practice and cover absence as necessary
- Prepare, deliver, or participate in any appropriate learning or development programmes or courses as required by the company; this includes any staff meetings
- To maintain continual professional development
- To carry out all duties and responsibilities, whether specified above or otherwise, in a manner that will at all times promote and support the company's objective of achieving continuous quality improvement in all aspects of its business
- Be flexible in relation to working location throughout ALL areas where Standguide operates
- To undertake any other duties in line with the company business needs.

### **Equality & Diversity**

We are committed to promoting equality of opportunity for all and we value the diversity of our staff and customers and strive to create positive working relationships, so that everyone can work to the best of their abilities, free from discrimination, prejudice, harassment, or

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victimisation. Everyone has a contribution to make, and our services can be improved by harnessing the skills and contributions from customers, staff, and the community.

**We welcome applicants with lived experience and encourage applications that reflect the relevance to the post.**

**Successful candidates will be subject to satisfactory references and enhanced DBS check.**

The attached job description has been agreed by the post holder as an accurate reflection of the roles and responsibilities of the post.

NAME:

SIGNATURE:

DATE:

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## Person Specification

### Education & Qualifications:

#### Essential –

- Level 2 English and Maths as a minimum
- Educated to a degree level or equivalent experience.

Overseas equivalent qualifications will be accepted.

#### Desirable –

- Trained in IPS approach
- Level 3 Diploma in Employability Services Sector Qualification
- QCF in Advice & Guidance (Level 3).

#### How Assessed –

- Application and certificates.

### Knowledge & Experience:

#### Essential –

- Knowledge of disability and special needs issues, policies, and legislation in relation to employment
- Good understanding of the principles and practice of supported employment
- Working knowledge of a broad range of occupations and jobs
- Able to use IT and tools such as MS Word, PowerPoint, and Excel
- 3+ years' experience of working with people with health support needs, or a similar group within health, social services, or the voluntary sector
- 2+ years' 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 and facilitating innovation
- Experience of managing budgets.

#### Desirable –

- Experience of delivering training
- Previous experience of delivering a service using the IPS model
- Own personal lived experience of recovery from physical or mental health difficulties.

#### How Assessed –

- Application and interview.

### Skills & Abilities:

#### Essential –

- Strong leadership skills
- 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
- Natural ability to build close, trusting, and productive relationships with people
- Team orientated and works collaboratively within a mixed-disciplinary team

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- Ability to work independently and use initiative to develop and promote a service.

How Assessed –

- Application and interview.

### Personal Qualities:

Essential –

- Non-judgemental and trustworthy
- Empathy with the needs of those experiencing 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 health condition can find paid employment
- Resilient and tenacious to not give up despite setbacks and frustrations
- Commitment to integrity and excellent service delivery to the client, employers, and multidisciplinary teams
- Self-aware of personal strengths and weaknesses and actively invest in personal and professional development
- Willingness to travel within the region.

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