

Job Description

Job Title: IPS Employment Specialist

Reports to: IPS Service Manager

Grade Band: E

Location: Birmingham and Solihull

Purpose

Working on the Work to Recovery contract, embedded with Community Health Teams, and the wider community you will be delivering employment support to participants in parallel to the health treatment being delivered by NHS clinicians. Working intensively with a maximum active caseload of 25 participants who have a health condition which impacts on their ability to gain work or stay in work. Assisting them to obtain and sustain employment that is consistent with their vocational goals, following the eight principles of Individual Placement and Support (IPS). Meeting and exceeding performance targets for referrals, programme starts, employer engagement, job starts and sustainment, in compliance with contractual guidelines and quality procedures.

Main Duties and Responsibilities

1. Management of an active caseload of up to 25 participants to meet personal and team targets and KPIs and provide caseload support internally to colleagues
2. Deliver the service using the IPS model for which training will be given
3. Record all interactions with participants on the CRM system in a timely manner to meet contract deadlines, compliance, and evidence requirements
4. If required update NHS systems within the service level agreement (systems include RIO, Care Notes, IAPTUS and various others)
5. Ensure accuracy and compliance with contract data entry, processes and procedures, documentation completion and the Fidelity Scale
6. Build relationships with clinical and community health teams to generate referrals and create collaborative working partnerships with NHS clinicians including GPs, Practice Managers, Nursing staff and wider clinical teams
7. Attend meetings with clinical teams as an embedded IPS practitioner, where possible, and communicate with team members to integrate vocational services into health treatment processes
8. Complete extensive outreach activities to secure referrals including delivery of Work to Recovery programme presentations to potential participants and community partners as required

9. Conduct initial meetings with participant to build rapport, gain consent to proceed with the service
10. Meet and support participants to understand their key skills, aspirations, and goals through completing a Vocational Profile and produce an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, interview techniques and career development
11. Assisting participants to understand their benefits through the delivery or sign posting for In Work Benefit calculations and sourcing additional financial support
12. Focus on rapid job search with the participant, whilst utilising local support networks to help them overcome their barriers to employment
13. To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals
14. Develop collaborative working relationships with employers to enable support to be provided to participants in work, and to help employers understand how to better support their staff. Ensuring the service is focused on accessing the hidden labour market to unlock potential jobs that match with participant preference
15. Source job opportunities for participants through tailored job search and regular contact with employers to explore hidden as well as advertised employment opportunities. Support with on the job coaching.
16. To build and maintain employer relationships and maintain employer engagement records, including 6 meaningful employer contacts per week
17. Promote the benefits of supporting participants to access employment, aiming to raise the profile of IPS services and raise expectations around the ability of participants to access paid employment
18. To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc. and sign post on for support needs
19. Provide individualised in work support using the place then train model and ensuring effective support networks are in place. Once employment has been secured continue to provide quality service through conducting regular visits, effective monitoring and in-work support to participants and employers to help sustain employment
20. Provide education and support to employers, as agreed with participants, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention
21. To maintain a professional relationship with the participants of the programme and with other staff, with particular attention to confidentiality and maintenance of professional boundaries
22. Track participants to monitor their progress, gathering evidence required as part of the reporting and claims process
23. Ensure accuracy and compliance with contract data entry, processes and procedures, documentation completion and the Fidelity Scale

24. Represent and promote Shaw Trust in a professional and commercial manner, working effectively with other agencies
25. To work flexibly as required by the individual and employer which may require some working out of normal office hours
26. To undertake mandatory training as required by the WLA Programme including training in the IPS approach and actively participate in own continuous professional development

Other

27. To undertake any further training as identified in the Shaw Trust review procedures
28. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures
29. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees
30. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees
31. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct
32. To maintain the confidentiality about participants, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must always meet the requirements of the Data Protection Act
33. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
34. Be aware of, promote and implement Shaw Trust's Risk, Quality, and Information Security Management Systems
35. To report to line manager, or other appropriate person, in the event of awareness of bad practice
36. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

Other

37. To undertake any further training as identified in the Shaw Trust review procedures.
38. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
39. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
40. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
41. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
42. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
43. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
44. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
45. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
46. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: IPS Employment Specialist

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- IPS delivery experience (E)
- Demonstrable evidence of Continuing Professional Development (E)

Experience

- Proven experience of generating programme referrals (D)
- Proven experience of supporting people to obtain or keep work (E)
- Proven experience of meeting and exceeding outcomes and targets (E)
- Proactive approach to engaging with participants and sourcing potential referrals (E)
- High level of optimism, initiative, and effective interpersonal skills in order to engage effectively with participants, clinical teams and employers (E)
- Focused approach to supporting job search and progression with a sense of urgency (E)
- Proactive diary management and organisational skills (E)
- Experience of working with someone on a one-to-one basis (E)
- Ability to plan and organise workload to meet required targets and deadlines (E)
- Accurate identification of participant support needs both pre- and post-employment, with appropriate interventions delivered by self, or sourced through additional support networks (E)
- Creating and delivering candidate Action Plans (E)
- Experience working with employers to develop job opportunities for participants, and to support them whilst in work (E)
- Attention to detail and ability to work to a defined delivery structure (E)

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)
- Excellent verbal and written skills and ability to communicate concisely and effectively (E)
- Demonstrable experience of providing excellent customer service skills (E)
- Understanding of our participant group and the barriers they may face (E)
- Understanding of data protection and information security (E)
- An understanding of the employment needs, and challenges faced by people who experience health difficulties (E)
- Knowledge of the benefits agency and all disability/ employment related benefits (D)
- Excellent organisational ability (E)

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills (E)
- Good at building relationships with both internal and external stakeholders (E)
- Ability to use initiative when required and take a problem-solving approach to work tasks (E)
- Ability to work well as part of a team and independently when required (E)
- Non-judgemental and trustworthy
- Empathy with the needs of those with health support needs (E)
- Passion and drive to make a positive difference to people's lives (E)
- Highly motivated with a genuine belief that someone with a health condition can find paid employment (E)
- Commitment to integrity and excellent service delivery (E)
- Self-aware of personal strengths and weaknesses and actively invest in personal and professional development (E)
- Willingness to travel within the region (D)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an Enhanced level (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Holds Mental Health First Aid Qualification (D - Compulsory once in role)
- Trained in the IPS approach (D – Compulsory once in role)