

# Newham Individual Placement and Support (IPS) Employment Service

# Job Description and Person Specification

# IPS Service Manager (Maternity Cover)

# Job Title: IPS Service Manager (Maternity Cover) - Newham IPS Service

# Accountable to: CEO, Mind in Tower Hamlets and Newham

# Responsible to: Operations Director, Employment Services

# Responsible for: 6 IPS Employment Specialists, 1 Health Inequalities Employment Specialist, 1 IPS Triage and Administration Assistant,

# Working hours: Full-time 35 hours per week.

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# Contract Term: Maternity cover until 31st March 2022 (pending further funding)

# Salary: £34,090 per annum, inclusive of Inner London Weighting

# Based in: East London NHS Foundation Trust (ELFT), Passmore Edwards Building, Shrewsbury Rd, Newham, E17 8QR, and at other ELFT locations in Newham.

# Key Liaison: ELFT NHS Trust’s Community Integrated Mental Health Services in Newham, including PCN clinical leads, GPs and Primary Care Network Managers, local employers, Jobcentre Plus, colleagues in Mind in Tower Hamlets and Newham, and Community and Voluntary Organisations.

**About Mind in Tower Hamlets and Newham (MITHN)**

We are a local, registered charity affiliated to national Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

We work with communities from diverse backgrounds and continually invest in building an inclusive organisational culture with diverse leaders through active Listening, Learning and Leading. Over the last 18 months we have explored racism and the impact that this has had on the lives of our clients and staff. This has resulted in the development of our strategic objective towards becoming an anti-racist organisation (ARO).

# JOB SUMMARY

# The Individual Placement and Support (IPS) Service Manager will manage Mind in Tower Hamlets and Newham’s Newham IPS service. The Newham IPS service delivers evidence-based supported employment to adults with mental health problems in Newham in line with the IPS approach. It is delivered in partnership with East London NHS Foundation Trust and is integrated within East London NHS Foundation Trust’s Newham Directorate.

# Key objectives of the role:

# To manage the performance of the service to ensure that fidelity to the IPS approach is achieved and maintained through effective service management, supervision, and modelling of the IPS approach for the team.

# To work closely with clinical and managerial leaders across the PCNs and specialist mental health services in Newham, to ensure the effective integration of the IPS service in the ongoing delivery of the Transformation Programme.

# To provide team leadership and supervision for seven IPS Employment Specialists, the Triage and Administration Assistant, and any volunteers and apprentices. This includes fulfilling all the roles of an IPS supervisor as described in the IPS Fidelity manual.

# To support the Employment Specialist (Health Inequalities) to develop the Health Inequalities IPS service to identify the seldom heard, marginalised and racialised communities in Newham that are under-represented in the service, and develop ways to improve access and outcomes for people from these communities.

# To manage the collection and preparation of performance data monitoring the performance of the IPS team, ensuring the achievement and timely reporting of the target for paid work outcomes and for access to the service.

# To manage a caseload of a maximum of 6 service users at any one time, supporting people who are currently off work / unemployed / receiving specialist mental health services and who wish to return to work into paid employment.

# Service Management – fidelity

* To manage the performance of the service to ensure that fidelity to the IPS approach is achieved in relation to access to the service. The postholder will ensure that access is determined by the individual service user, through the effective promotion of the service in health and community settings, and through the effective management of the single point of action function operated by the Triage and Administration Assistant.
* To manage the performance of the service to ensure that fidelity to the IPS approach is achieved in relation to effective vocational assessment and profile. This should include detailed and respectful attention to service user preference, and engagement with the individual’s clinical, social, and family networks.
* To manage the performance of the service to ensure that fidelity to the IPS approach is achieved in relation to rapid and effective job search – that service users are supported to submit job applications to jobs of their choice within one month of entering the programme.

# Service Management – Integration

# To manage the performance of the service to ensure that the Employment Specialists are fully integrated members of their respective Primary Care Network or Specialist Mental Health Service. This will include working closely with the team and service managers, clinical leadership, and senior clinical leads fir the various professions in the PCNs; it will include ensuring that estates and ICT provision is in place; it will include coaching the team of Employment Specialists to contribute confidently to team and service meetings.

# Service Management – team leadership

* To provide team leadership and supervision for seven IPS Employment Specialists, the Triage and Administration Assistant, and any volunteers and apprentices.
* To identify opportunities for performance improvement, providing coaching, support and training for individual team members
* To manage and facilitate weekly team meetings.
1. **Service Management – the IPS Health Inequalities Service**
* To support the Employment Specialist (Health Inequalities) to develop the Health Inequalities IPS service to undertake research identifying the seldom heard, marginalized, and racialized communities in Newham that are under-referred and under-represented in the IPS service.
* To support the Employment Specialist (Health Inequalities) to engage with the relevant communities to find ways to improve access to the IPS service for people from these communities.
* To refer relevant individuals from these communities into the IPS service.

# Performance Monitoring and reporting

# To manage the collection and preparation of performance data monitoring the performance of the IPS team, ensuring the accuracy and timely collation of the data into reports for the Commissioner.

# To flag to the Operations Director any risks or issues that might lead to the KPIs not being met or exceeded, or the submission of the report being delayed.

# Caseload Management

# To manage a caseload of a maximum of 6 service users at any one time, supporting people who are currently off work / unemployed / receiving specialist mental health services and who wish to return to work into paid employment.

# Working directly with all relevant stakeholders: the service user, CMHT staff, consultant psychiatrists, GPs, employers and Jobcentre Plus, aiming to enable the majority of the service users on the caseload to gain and retain paid employment.

# To prepare individuals for a return to work through assessing each person’s employment needs through vocational profiling/assessment and action planning.

# To undertake job development activities to secure employment opportunities for service users and support the team to achieve job development targets.

# 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 ensure job retention.

# To provide individualised support to service users once they have returned to work to assist them in sustaining employment.

# To work flexibly as required by the individual and the employer which may require some working out of normal office hours.

# To meet regularly with NHS staff to ensure the effective co-ordination and integration of employment support into mental health treatment in each of the Primary Care Networks and specialist mental health services in the borough.

# Training and Development

# To undertake mandatory training as required by East London NHS Foundation Trust policy.

# To undertake training required by Mind in Tower Hamlets and Newham.

# To undertake training in the Individual Placement and Support approach.

1. **Duties required of all Mind in Tower Hamlets and Newham employees**
* Undertake the induction program as devised, and assist, as requested, in the induction and training of new staff, students and volunteers.
* Participate in staff meetings, team meetings, supervision meetings, appraisals, consultancy, training, team development sessions, working groups and other meetings as required, reporting back as appropriate.
* Share responsibility for the effective use of systems and procedures regarding service users and other records, finance, staff communications, and the dissemination of good practice and effective workings methods within Mind in Tower Hamlets and Newham.
* Deal with complaints in accordance with MITHN’s agreed procedure. In addition, all staff have a duty to report any breach of service standards to line management.
* Share responsibility for good health and safety practices, reporting any concerns to line management any concerns.
* Undertake such other duties in accordance with the post holder’s level of responsibility as may be required from time to time to maintain or enhance Mind in Tower Hamlets and Newham services.
* Work as part of a team towards ensuring effective user participation within the service.
* To be administratively self-servicing.
* Undertake all duties in accordance with MITHN’s policies, with reference to the Equal Opportunities, Health & Safety, confidentiality, and safeguarding policies, and work towards their continuing development and implementation.
* All employees of Mind in Tower Hamlets and Newham are expected to respect the rights of clients’ privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

# The postholder is expected to comply with all relevant Mind in Tower Hamlets and Newham and ELFT policies, procedures, and guidelines.

This job will be reviewed periodically in line with the organization’s Business Plan. Mind in Tower Hamlets and Newham aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets and Newham reserves the right to change the job description

# Person Specification: IPS Service Manager (Maternity Cover)

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

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|  | **ESSENTIAL** | **DESIRABLE** |
| **TRAINING & QUALIFICATIONS** | * Educated to A’ Level or equivalent
 | * Trained in the IPS approach
* Full & current driving licence
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| **EXPERIENCE** | * Experience of working with and supporting people who have experienced mental health problems (or other unemployed disadvantaged groups) into employment
* Line Management and supervision of staff
* Preparation of detailed performance reports
 | * Experience of partnership working negotiation and liaison work with other agencies
* Experience of opening job opportunities with a range of employers
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| **KNOWLEDGE & SKILLS** | * A good understanding of the principles and practice of supported employment
* Vocational assessment and profiling skills
* Basic coaching skills
* Knowledge of disability and special needs issues, policies, and legislation in relation to employment
* Good written and verbal communication skills
* Good IT skills
* Good numeracy and information management kills
* Excellent interpersonal skills
* Effective marketing skills
* Ability to lead an effective team
* An ability to negotiate diplomatically and effectively with external staff managers and employers
* Can demonstrate a high level of perseverance, being committed to seeing plans through to their conclusion with agreed timescales
* A detailed understanding of the issues facing people with mental health problems into employment
 | * Knowledge of Employment law
* Understanding of the structure and operations of statutory mental health services, and of the Transformation Programme.
* Knowledge of the barriers to accessing mental health and employment support faced by Newham’s seldom heard, marginalized, and racialized communities.
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| **OTHER** | * Ability to travel efficiently across the area.
 | * Personal experience of mental health problems
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