

Job description

Role summary:

Job title:	Team Manager – Individual Placement and Support (IPS)
Pay band:	Band 7
Department:	Individual Placement and Support (IPS)
Work base:	Studdert Kennedy House- TBC
Job description reference number	JD8423
PBAC role code:	
*IT systems access required:	ESR, Trust EPR
Professional registration required:	Registered with an appropriate professional body
Qualifications required:	Relevant professional registration in relation to health or social care – RMN/OT/Social Worker – Masters level qualification or equivalent community mental health experience – Recent evidence of continuing professional development



About the Trust

We provide mental health and learning disability services for across Herefordshire and Worcestershire. We also run community hospitals and minor injury units, deliver community nursing, and offer specialist services in Worcestershire.

[To find out more about the services we provide, visit our directory of services.](#)

Delivering high-quality care is only possible through the hard work of our staff. In return, we will support you with the tools, resources and opportunities you need to do your job well.

[Joining HWHCT | Herefordshire and Worcestershire Health and Care NHS Trust](#)

Our vision:

Putting people at the heart of high-quality care to create healthier lives.

Our values:

We are proud of our values, which we refer to as CARES. This stands for:

- Courageous: Displaying integrity and having the courage to do what is right.
- Ambitious: Always striving for outstanding care.
- Responsive: Listen, learn and act.
- Empowering: Freedom to choose and live well.
- Supportive: Support each other and be proud of what we do.



Our strategic objectives:

Our strategic objectives are clear goals. They show you what we want to achieve over the next five years:

1. Enhance staff experience, ensuring our people feel valued and respected.
2. Provide high quality care through strong foundations.
3. Use our resources wisely to have the greatest impact for our population.
4. Work with our partners to shape Neighbourhood Health.
5. Enable a step change in innovation and digital.

A message from our Chief Executive, Ellen Rule

Thank you for showing an interest in working with us. By joining one of our teams, you will:

- Find ways to progress in your career.
- Balance your work and home life.
- Be part of a welcoming team that works together with respect and care.

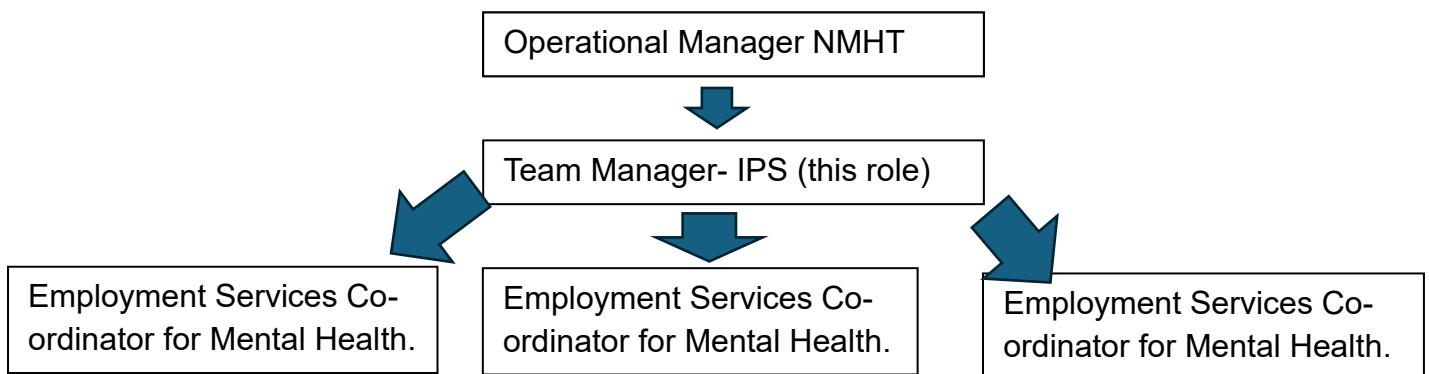
We put patients at the heart of everything we do. We are looking for people who share our promise for compassionate, high-quality care. I wish you well on your application and hope to meet you in future.

Ellen Rule, Chief Executive

Job description

This job description is not intended to be an exhaustive list of duties, but to give a guide to the objectives and responsibilities of the post. It will be reviewed in line with any organisational change and annually as part of the appraisal process.

Role structure chart:



Job role summary:

The post holder will:

- Behave consistently with the values and beliefs of the organisation and promote these on a day-to-day basis.
- Act as a role model to colleagues, always seeking to maintain the highest standards of professionalism.
- Use their initiative and take responsibility for themselves and the quality of their work and the service they provide to patients.
- The post holder will lead the IPS service, providing clinical and operational leadership. They will champion person centred care, functional recovery, and meaningful occupation to support individuals into sustainable employment. The role involves modelling professionalism, promoting organisational values, and ensuring high quality, recovery focused service delivery across the IPS pathway.

Key responsibilities:

Administrative

1. Ensure accurate documentation and reporting for IPS service activity and outcomes.
2. Maintain compliance with data protection and confidentiality standards.
3. Contribute to service audits and performance monitoring.

Communication and liaison

1. Build strong relationships with employers, partner agencies, and clinical teams to promote IPS
2. Communicate effectively with patients, carers, and professionals.
3. Represent the IPS service at internal and external meetings.
4. Communicates IPS perspectives effectively within multi-disciplinary teams and with external partners
5. Advocates for the value of occupation and meaningful activity in recovery and employment

Analysis and judgement

1. Use clinical reasoning and data analysis to inform decision making.
2. Evaluate service performance and identify areas for improvement.
3. Balance competing priorities and manage complex situations. Review complex facts or situations to determine a range of options, and communicate these to all stakeholders (service users, staff team, senior managers, external stakeholders and partners). This will include reviewing the needs of clients who present higher risks or challenges to the service.
4. Lead reviews on organisational systems to improve capacity and flow.

Planning and organisation

1. Coordinate and lead IPS service delivery across all areas.
2. Develop and implement service plans in line with organisational strategy and reflect the IPS model and in line with the IPS Fidelity Scale.
3. Ensure timely completion of reports and action plans.

Physical skills

1. Use standard IT systems and assistive technology effectively.
2. Demonstrate safe practice in community and office environments.

Policy and service development

1. Contribute expertise to policy development and implementation for IPS
2. Support continuous improvement and innovation within the service.
3. Work with IPS Grow and teams ensuring fidelity to the model
4. Ensure that complaints, incidents and service deficits are reported, investigated and acted upon accordingly as per delegated instructions.
5. Maintain knowledge of all Trust, Directorate and department policies and procedures and apply them as necessary. Particular attention is drawn to the post holder's personal responsibility for the maintenance of patient confidentiality and adherence to local Health and Safety Policies.
6. Following annual review of service outcomes and model fidelity, lead and coordinate composition of annual work plan to develop service. Maintain responsibility for plan implementation and monitoring.

Research and development

1. Promote evidence-based practice and participate in service evaluation projects.
2. Support staff engagement in research and quality improvement initiatives.
3. Applies evidence from OT literature to enhance IPS practice
4. Lead and be responsible for undertaking regular monitoring of service outcomes and instituting mechanisms for gaining patient feedback.

Physical and financial resources

1. Ensure efficient use of equipment and materials.
2. Contribute to budget management and resource planning.

Human resources

1. Provide supervision, appraisal, and professional development opportunities.
2. Foster a positive, inclusive team culture in line with the Trust compassionate leadership approach.
3. Participate in recruitment, induction, and appraisal processes.
4. Participate with the formal and informal education of learners of all professions.
5. Offer practice education to students.
6. Maintain an awareness of current practice developments in mental health and implement appropriate changes in practice in accordance with this, as well as contributing towards the implementation to the team and communicating this effectively to promote change.
7. Maintain an up-to-date awareness of developments relating to own particular profession and participate in activities to ensure continued professional development.

8. Manage workforce challenges proactively, addressing staffing pressures, recruitment difficulties and retention issues through effective planning, compassionate leadership and collaboration with senior colleagues and HR teams.
9. Ensure that complaints, incidents and service deficits are reported, investigated and acted upon accordingly as per delegated instructions

Information resources

1. Maintain accurate electronic records and databases both manual and electronic, are maintained to a high standard, with due regard to Trust Policy and appropriate professional guidance.
2. Lead annual Fidelity self-review and formal 3-yearly external review, including all required documentation and evidence.
3. Use data to monitor outcomes and inform service development.

Physical effort

1. This is a Trust wide post that will require travel between sites as required.
2. This is a managerial role which will require a range of activities, including carrying out extended work at a pc /workstation, also travel, meeting attendance and community-based activities county-wide.

Mental effort

1. Manage competing demands and complex caseloads.
2. Maintain concentration when analysing data or writing reports.
3. Recognise and manage the unpredictable nature of the workload responding flexibly to challenging service demands, workforce pressures and emerging priorities while maintaining high standards of care and staff wellbeing.

Emotional effort

1. Provide guidance and emotional support to staff.
2. In supporting staff with the delivery of services the post holder will at times face emotionally demanding or distressing circumstances and will provide compassionate leadership and support to the team to maintain wellbeing and resilience.

Working environment and conditions

1. Work across community and office settings.
2. Adhere to health and safety and lone working policies
3. The post holder will undertake any other duties as required by the service.

4. To undertake any further training as identified in the Trust annual review procedures.

Person specification

Job title: Community Manager – Individual Placement and Support (IPS) – Band 7

	Essential	Desirable
Values and behaviours These will be tested throughout the selection and interview process.	• Put patient care at the heart of the work you do to improve health care outcomes and service delivery. • Deliver the highest standards and quality outcomes possible. • Be the best you can be, always look for ways to improve and develop to reach your potential. • Encourage others to develop themselves and the service through improvement, innovation and continuous development. • Work with others including patients and colleagues. • Build positive working relationships, respecting and valuing others, being helpful and inclusive.	
Experience	• Experience of working in the community at leadership level • Previous experience supervising / managing staff, undertaking basic HR functions • Experience of working with patient with complex care needs requiring higher levels of expertise • Proven ability to apply QI models in clinical practice. • Experience of audit, research and the application of evidence-based practice • Experience of teaching, assessing and developing training programmes	

	• Experience of collaboration working with other agencies including the voluntary sector • Experience of using coaching to support staff.	
Knowledge	• Comprehensive knowledge and understanding on the Mental Health Act, MCA and legal aspects of Mental Health Care. • Up to date clinical knowledge including risk assessment, dual diagnosis and complex health and social care needs • Understanding of how occupational factors (roles, routines, habits, environments) influence recovery and engagement in employment. • Knowledge of functional and vocational barriers commonly experienced by people with mental health needs and how these can be addressed through supportive strategies within IPS. • Detailed knowledge and ability to apply and teach risk management • Awareness and understanding of contemporary development in mental health care including the Recovery Model • Knowledge of Safeguarding Children and Vulnerable Adults Procedures	• Ability to participate in service development processes at a strategic level • Knowledge in Individual Placement and Support (IPS) model
Qualifications	• Current registration with appropriate professional body • Relevant professional registration in relation to health or social care – RMN/OT/Social Worker • Post Graduate qualification in relevant area or extensive	• Coaching qualification • Specialist knowledge and training in Individual Placement and Support (IPS) model

	relevant experience to Post Graduate level. • Evidence of Leadership and Managerial experience	
Skills and abilities	• Ability to use reasoning to support staff in understanding functional barriers, motivation, daily structure and engagement • Ability to translate OT concepts into practical guidance for staff. • Strong leadership skills with the ability to inspire a team to deliver high quality recovery focussed IPS support. • Ability to challenge poor behaviour. • Role modelling good behaviour. • A positive attitude and able to act on feedback • Ability to praise and be supportive to others. • Ability to communicate clearly and effectively in English in both verbal and written formats. • Excellent communication skills, both verbal and written • Proven ability to work with Clients and carers who are distressed • A proven ability to work with colleagues from other professions and agencies in a collaborative manner effectively • Ability to work under pressure • Ability to undertake all statutory and mandatory training including MAPA training	
Other qualities	• Ability to travel around the locality as requested, independently and efficiently.	