



JOB DESCRIPTION

JOB TITLE	Work and Wellbeing Manager
Salary Grade	5A £33,977-£36,737 per annum, pro rata
Hours	37 hours per week (including occasional evenings and weekends)
Department	LiveWell
Responsible to	Head of Work and Wellbeing
Responsible for	Employment Specialist
Cover for	Employment Specialist
Cover by	N/A
Liaising with	SYHA staff, customers, partners, statutory services and host organisations.

OUR ETHOS AND VALUES

South Yorkshire Housing Association delivers employment services based on Individual Placement Support (IPS), a “place then train” approach that’s shown to be twice as effective as traditional models. IPS focuses on supporting customers to find competitive employment in line with their individual preferences. You can read more about the IPS principles here: <https://www.centreformentalhealth.org.uk/what-is-ips>

Our employment services are strengths-based. We focus on people’s skills, abilities, interests and experiences, rather than their deficits. We believe that everyone has the potential to enjoy a productive working life and that good work is essential to wellbeing. We respect and encourage our customer’s hopes and aspirations and do everything within our power to ensure they achieve them.

MAIN PURPOSE OF THE ROLE

The Work and Wellbeing Manager will manage a team of Employment Specialists who support customers with physical and mental health conditions into sustained employment.

Drawing on experience of delivering employment services with a therapeutic and/or wellbeing focus – or qualifications in counselling, occupational therapy, vocational rehabilitation and other work or health professions - the Work and Wellbeing Manager has key roles to play. They manage the performance of a team of Employment Specialists to ensure that we provide an outstanding quality service that maximises employment outcomes for our customers. They attend weekly mini-team meetings for our Employment Specialists, focusing on customers’ progress towards employment outcomes.

Managers also facilitate weekly group supervision, in which Employment Specialists ask for help from their peers and identify new strategies to support their customers into work. Work and Wellbeing Managers are also encouraged to take on a small caseload of customers (1-3) to enhance their understanding and keep their skills up-to-date.

Work and Wellbeing Managers take a lead role in ensuring the quality and fidelity of our services. They review and sign off assessments and outcome plans and provide feedback to enhance their quality. They support their teams to undertake fidelity reviews in line with the IPS model and ensure there is continual improvement in our scores. They also provide field mentoring, observing our Employment Specialists in action and debriefing Employment Specialists and/or modelling behaviour to help them develop.

We integrate our employment services with health, housing and voluntary sector organisations who support people with barriers to employment. The Work and Wellbeing Manager is responsible for relationships with these host sites. They encourage appropriate referrals, address any blockages and ask for feedback and suggestions for improvement. Managers ensure that our services integrate as required by the IPS model (i.e. joint customer records; shared office space; employment specialists attend host team meetings; employment promoted visibly at host sites)

The Work and Wellbeing Manager will ensure effective supervision and training and development for all staff, enabling the team to carry out their duties at the highest possible standard.

MAIN TASKS AND RESPONSIBILITIES

- To lead a team of Employment Specialists to support customers to move into sustained employment and improve their wellbeing
- Ensure that their team/s achieve outcomes in line with our contracts and profiles, while delivering person-centred services that earn high levels of customer satisfaction
- Supervise and appraise delivery staff ensuring high quality of services and adherence to the IPS fidelity scale.
- To lead team meetings, identify and meet staff training needs and ensure that HR policies are adhered to. Manage staff performance and sickness management.
- Review assessments, outcome plans and progress reviews for completeness, quality and consistency with our strengths-based principles
- To ensure compliance with the IPS model and fidelity scale e.g. weekly customer-focused supervision
- Ensure appropriate staffing is available to meet the needs of customers, be responsible for the continuity of service provision ensuring the rota is covered and staff cover is arranged to maximise efficiency.
- Provide regular field mentoring to staff, observing sessions, providing feedback and modelling good practice
- Where appropriate, provide employment-focused coaching to a small caseload of customers
- To plan, allocate and manage workload and resources, ensuring oversight of referrals is maintained at all times

- To oversee safe working practices, including risk assessments, in line with the Signs of Safety approach to safeguarding and SYHA policies (e.g. lone-working)
- To ensure that programme monitoring is completed and systems are being used correctly by the coaching team, with all relevant data and evidence captured in a timely and accurate way
- To be responsible for ensuring that staff receive a full package of training and development, including training in IPS, strengths-based models and motivational interviewing
- Ensure policies and procedures are maintained, monitored, reviewed and developed.
- To be able to work autonomously, operate in a constantly changing and pressurised environment due to the high turnover and complex needs of customers
- Maintains professional and technical knowledge by; attending educational workshops, reviewing professional publications, establishing personal networks, participating in professional societies and to share this knowledge and learning across the business
- To work with other SYHA services and external partners to learn and share best practice, evidence and learning

OTHER AIMS FOR THE POST

- Maintain up-to-date knowledge of issues, trends, policy developments and legislation relating to employment, health and wellbeing
- To take part in any training course relevant to the post
- To work in accordance with the Association's Diversity Policy
- To work in accordance with the Association's Health and Safety policy and associated procedures
- Undertake any additional tasks as reasonably required by your line manager
- To work within and promote the values, promises and policies and procedures laid down by SYHA and be involved in the development and review of policies and procedures as required.
- To attend supervision and appraisal meetings as specified by the post holder's line manager and to take part in any training deemed relevant to the post.
- To promote SYHA's Diversity strategy and policy in all aspects of service delivery.
- To promote the Good to Great methodology and ensure that this is embedded and monitored effectively.

MISCELLANEOUS/SCOPE

- Any other duties as required by the Work and Wellbeing Manager or other senior staff



CONDITIONS OF SERVICE

JOB TITLE	Work and Wellbeing Manager
Salary Grade	5A £33,977-£36,737 per annum, pro rata
Hours	37 hours per week (including occasional evenings and weekends)
Leave	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday (pro rata if temporary or part time). The leave year runs from 1 April to 31 March.
Pension	You are eligible for membership of the Association’s contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.
Unions	SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
Car Allowance	This post does attract essential car user allowance.
Car Parking	The post-holder will be issued with a parking permit
Job Share	The post is open to job share.
Location	Rockingham Street Office, Sheffield or alternative co-location site in the Sheffield City Region and neighbouring areas.
No Smoking	SYHA operates a no smoking policy within all our offices.



PERSON SPECIFICATION

JOB TITLE Work and Wellbeing Manager

Criteria	Essential
Impact on Others	<ul style="list-style-type: none"> • Ability to communicate effectively with a wide range of people, from both clinical and non-clinical backgrounds. • Ability to communicate with senior staff from SYHA and partner organisations and develop multiagency partnerships • Ability to lead and manage a large multidisciplinary team and work under own initiative • Ability to adopt a coaching/motivational interviewing approach to support staff and customers
Motivation	<ul style="list-style-type: none"> • Ability to work on own initiative and organise staff caseloads in line with the IPS fidelity scale • Ability to motivate and engage a large multidisciplinary staff team
Values	<ul style="list-style-type: none"> • Demonstrable commitment to SYHA values and behaviours • Commitment to equality and diversity • Openness to challenge and confidence to challenge others • Commitment to the co-design, co-delivery and co-evaluation of services with our customers
Professional Know-how & Qualifications	<ul style="list-style-type: none"> • Experience of delivering an employment programme with a wellbeing focus or qualification in Counselling (or other psychology related qualification), Occupational Therapy, vocational rehabilitation or other allied health profession • Knowledge of the IPS model and ability to lead high-fidelity IPS services • Experience of delivering psychologically and therapeutically informed support, particularly where this had an employment focus • Ability to performance manage staff to deliver services that enable customers to achieve employment outcomes and improve their wellbeing • Understanding of and commitment to a strengths-based model of employment support • Evidence of continuing professional development

	<ul style="list-style-type: none"> • Ability to ensure that all staff work within legislative, contractual and regulatory requirements • Coaching/Motivational Interviewing qualification or experience and applying to both staff and customers • Ability to manage and lead a programme reliant on multi-agency partnership working • Excellent data, IT and literacy skills • Line management experience or aptitude
Problem Solving	<ul style="list-style-type: none"> • Ability to manage/coach staff to co-produce their assessments and outcome plans with customers • Ability to resolve difficult situations relating to programme activity (e.g. addressing blockages and resolving issues at host sites)
Work Related Circumstances	<ul style="list-style-type: none"> • Ability to use a wide range of IT packages such as Microsoft Word & Excel, Outlook, PowerPoint and Access. • Ability to lead group supervision, undertake field mentoring and provide employment-focused Coaching to customers