Twiningenterprise
mental wellbeing through work

IPS TEAM LEADER HARROW & HILLINGDON

We are looking to recruit a talented, results-oriented team leader to join our dynamic and fast-growing team. Through our work across West and North London, we support people with mental health problems to find and sustain work. We do this through the internationally recognized Individual Placement and Support approach and engage 2,000 clients to gain and sustain work. You will need to be comfortable working in a fast-paced results-oriented environment, supporting delivery of key contracts, building a high performing team and productive, quality relationships with our partners.

DEADLINE: 14 April (midnight) || INTERVIEW: w/c 23 April

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To Apply:

Please email your CV, covering letter and Equality Monitoring Form to: jobs@twiningenterprise.org.uk or send them to: Twining Enterprise, 84 Uxbridge Road, Ealing, London W13 8RA

For any questions call us: 020 8840 8833 or visit twiningenterprise.org.uk

WHO WE ARE

Twining Enterprise exists to improve mental wellbeing by supporting people in and into work. Everything we do is aimed at helping people with mental health conditions gain access to the benefits work has to offer. Our tailored practical employment support doesn't just help with work related goals, it improves our clients' wellbeing and lives.

We are London's leading mental health employment charity. We provide life-changing support to over 2,000 Londoners with common & severe mental health conditions every year. Our clients regularly tell us that our support has made a significant difference in their lives. We have been accredited in 2015 by the Centre for Mental Health for our Barnet IPS Service.

HOW WE WORK

Individual Placement & Support (IPS) is an internationally recognised and evidence-based supported employment intervention. IPS is regarded as the most effective and efficient way of helping people with mental health issues into competitive and sustainable employment.

Twining is a partner of choice within London for mental health employment services. Commissioners find our IPS programmes good value for money and recognise the quality, life changing client interventions by our employment specialists. Our focus in the coming years is to expand our services and ensure that they are delivered to a wider groups of disadvantaged clients.

WHERE WE WORK TODAY

- Barnet
- Brent
- Ealing
- Hammersmith & Fulham
- Haringey
- Harrow
- Hillingdon
- Hounslow

WHO WE WORK WITH

COMMUNITY FUND

European Union
European Social Fund

LONDON COUNCILS

SOCIAL FINANCE

jobcentreplus

pilotlight
PARTNER CHARITY 2016

NHS Central and North West London NHS Foundation Trust

Barnet, Enfield and Haringey Mental Health NHS Trust

Social Business Trust

West London Alliance
IMPROVING OUTCOMES FOR WEST LONDON

West London Mental Health NHS Trust

London North West Healthcare NHS Trust

JOB DESCRIPTION

>MENU

Job Title:	Team Lead	**Location:**	Harrow & Hillingdon
Responsible to:	Head of Service	**Line Management Responsibility:**	Team of up to 8 Employment Specialists
Salary:	Competitive	**Hours:**	Full-time 36 hours per week

Job Purpose:
To lead a multi-borough team of Employment Specialists, ensuring delivery of a high fidelity Individual Placement and Support (IPS) Employment Service integrated within NHS mental health primary care services and Job Centre Plus. To engage proactively with a range of stakeholders and partners to promote and deliver the service. To support positive changes to client's lives through ensuring the provision of quality services.

Responsibilities:
1. Ensure high fidelity IPS service delivery through supporting, modelling, field mentoring and supervising IPS teams.
2. Provide individual supervision and performance appraisals to Employment Specialists and support their development in line with Twining values and strategic aims.
3. Monitor and manage the performance of the IPS team members, guiding them individually to achieve service targets, contract requirements and Twining standards.
4. Lead IPS team meetings, facilitating case discussions, sharing of job opportunities and identifying new strategies and ideas to help clients with their working lives.
5. Build and manage relationships with mental health & JobCentre Plus team leaders to ensure that services are integrated, providing quality performance data, problem solving service issues and being a champion for the value of work.
6. Provide coaching, field mentoring and observations to ensure continuous improvement in key areas of service provision including employer engagement.
7. Ensure high standards of record keeping on both NHS and Twining systems
8. Manage information governance for contract requirements and integrity of client's personal information.
9. Support a small caseload of people who have experienced mental health problems to gain and sustain paid employment using the Individual Placement and Support (IPS) approach.
10. Present to, support & train other organisations interested in developing IPS capacity.
11. Meet regularly with the Head of Service to review and agree priorities and work plans
12. Deputise for the Head of Service as required

Training and Development
1. Undertake mandatory and needs based training as required by Twining and NHS partners.

General
1. Comply with all relevant Twining and partner policies and procedures.
2. Hold an honorary contract for relevant NHS mental health services
3. Be willing to have occasional flexibility to hours as needed

PERSON SPECIFICATION

General

- Experience of working with and supporting people who have experienced mental health problems (or other unemployed disadvantaged groups) into employment
- Knowledge and understanding of the relationship between employment and mental health.
- Knowledge and practical application of employment law and the Equality Act 2010.
- Experience managing people in a complex operating environment
- Experience as a middle manager, ability to excel in operating and communicating between senior leadership and the front line
- Experience in managing remote workers
- Skilled in coaching and guiding people to maximise potential
- Excellent written and verbal communication skills with ability to listen sensitively to others.
- Effective marketing skills with ability to build networks and develop successful partnerships across health & social care and employment sectors
- An ability to negotiate diplomatically and effectively with external staff managers and employers
- Positive, solution-focussed approach to problems
- Good organisational and prioritisation skills; works to high standards and meets deadlines
- Competent in record keeping, administration and the main Microsoft Office packages
- Demonstrates initiative, self-motivation and resourcefulness.
- Takes responsibility for self-development.
- Ability to work flexible hours and travel throughout London according to needs of organisation

Desirable Experience & Knowledge

- Lived experience of mental health problems or disability.
- Trained in IPS approach
- Experience of opening up job opportunities with a range of employers
- Experience of developing and supporting staff members
- Experience of facilitating groups or teams

YOUR CHANCE TO MAKE A DIFFERENCE

We are looking for positive and empathetic people interested in joining our team to help us make a difference to the lives of Londoners with mental health conditions. If this sounds like what you are looking for, we can offer:

CAREER DEVELOPMENT

Career progression - Our staff can benefit from the great relationships we have with public, private and voluntary sector partners, with opportunities to access mentoring.

Learning and development - We invest heavily in your learning and development. Staff training is delivered in support of organisational, team and individual learning needs identified and reviewed in appraisals is an individual training budget for each staff member.

A Dynamic learning environment. An exciting fast-growing working environment and an opportunity to work closely with corporate specialists from the Social Business Trust to nurture talent and development.

WELLBEING AND WORK/LIFE BALANCE

Wellness Action Plans - As a mental health charity we are committed to supporting our staff's wellbeing and work/life balance. We have wellness action plans for all of our staff and work wherever we can to accommodate individual working needs.

Employee assistance programme - We provide a free, independent and confidential support service through our employee assistance programme. Support is available 24 hours a day and includes advice on debt and financial management, legal and tax advice, family care, everyday matters, counselling and emotional support.

Annual leave - We offer a generous 27 days annual leave rising to a maximum of 30 days after five years service as well as eight days public holiday.

Flexible working - As an organisation with staff based across London in a wide variety of settings we fully support a range of flexible / remote working options. These include part-time working, job sharing and condensed hours as well as regional and home working.

FINANCIAL BENEFITS

Competitive pay Twining regularly compares our pay rates to the rest of the voluntary sector and our NHS partners in support of our commitment to being in the top 30% of voluntary sector payers.

Pension A contribution matched pension.

Cycle to work/bike loan You can benefit from a tax-free Cycle to Work scheme which means you can get a bike for use mainly for travel to and from work.

MINDFUL EMPLOYER

We are a Living Wage Employer

OUR VISION

Twining's vision is of a world where all people with mental health problems:

- Enjoy access to the same life and work opportunities as everyone else
- Can access support in times of difficulty with minimal disruption to their working lives
- Enjoy the benefits that work provides
- Are fully accepted members of their community

WHY WE DO WHAT WE DO

OUR VALUES

>MENU

At Twining we are committed to living our values and ensuring that we embed them throughout our work. These values drive our treatment of our staff, clients, partners and stakeholders. We put people's mental wellbeing first, empower them by giving them means to succeed and challenge stigma. We focus on recruiting people who believe in building strong relationships, encourage fairness and speak up when something isn't right.

People first

Seek solutions

Empower others

Act with integrity

Fairness at work

Connect and collaborate

OUR PEOPLE

MESSAGE FROM OUR CEO

At Twining, we pride ourselves on being able to offer staff a unique opportunity to grow and develop as people and through their careers through the challenging work we deliver, the exciting phase of growth we are going through and the possibilities for taking on responsibility available in a small organisation. Joining Twining at this time will mean having the opportunity to engage in all these aspects in service of fulfilling your potential as well as to work with a committed and passionate staff group shaping the future of London's "go to" organisation for mental health and employment and the way in which people with mental health problems find wellbeing through work.

OUR HEAD OF SERVICE

Lesley is an integral part of our leadership team & drives the client services team of 30 people. She ensures the team receive the support they need to deliver a high quality service. She builds strong relationships with our stakeholders & funders. Lesley's aim is to ensure we deliver a high quality service to provide the greatest benefit to our clients.

OUR TEAM LEADER

Anita has been working with Twining for over 10 years and has been a successful employment advisor helping many clients succeed in achieving . She now manages a team of 8 Specialists across Ealing, Hounslow and Hammersmith & Fulham. She finds working for London's leading mental health both empowering and fulfilling.

EQUALITY & DIVERSITY POLICY

Twining is committed to equality of opportunity in employment and service provision, and opposes all forms of unlawful or unfair discrimination on any grounds, in particular those of disability, race, religion or belief, nationality, ethnic or national origin, age, sex, marital status or sexual orientation.

Twining actively demonstrates this commitment by adopting policies, codes of practice and actions to combat unfair discrimination. Every reasonable step will be taken to ensure that individuals are treated fairly in all aspects of employment/service at Twining, removing any identified practices which unfairly discriminate.

Twining recognises its responsibilities under the following equalities legislation and related Codes of Practice:

- The Equal Pay Act 1970
- Rehabilitation of Offenders Act 1974
- The Sex Discrimination Act 1975 (updated 1986)
- The Race Relations Act 1976 and (Amendment) Regulations 2003 and
- The Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 and Amendments
- The Human Rights Act 1998
- Employment Equality (Religion or Belief) Regulations 2003, (Sexual Orientation) Regulations 2003 and (Age) Regulations 2006
- European Regulations and Directives

Employees/beneficiaries have a duty to co-operate with Twining to ensure that this policy is effective in ensuring equality of opportunity and in preventing discrimination, and should draw the attention of their line manager/supervisor to suspected discriminatory acts or practices or harassment.

Implementation

1. Recruitment and Employment

Equality of opportunity is embedded in employment practices with procedures designed to recruit/retain the best person for the job by:

a. Producing a clear job description and person specification
b. Drawing applicants on an open and equitable basis
c. Ensuring selection procedures focus on the person specification
d. Ensuring interviewers are adequately trained
e. Equality of pay, other terms & conditions of employment including application of employment policies
f. Decisions on promotion based on objective job related criteria
g. Development opportunities planned around individual needs and work objectives

2. Service Provision

Equality of opportunity is also embedded within service provision with:

a. Equality-based needs addressed within beneficiary needs' assessment and service planning
b. Equality in the application of Twining's service and policies
c. Reporting to relevant stakeholders/funding agencies on service and outcomes in relation to equality

3. Common

a. Twining policy and issues of equality are actively promoted to staff and beneficiaries
b. Issues of harassment, discrimination and bullying will be addressed under the organisation's bullying and harassment, complaints, whistle-blowing, grievance, and discipline procedures as appropriate. Acts of retaliation against those who lodge complaints or provide information about acts of discrimination or harassment will be treated as potential gross misconduct.
c. Procedures exist to actively seek the views of staff and service users
d. Provision will be made for people of different faiths i.e. variety of food, space for prayer and consideration of flexible working around time off for religious observances
e. Twining management will monitor and report performance to Trustees and any relevant stakeholders