

## **JOB DESCRIPTION FOR AN IPS TEAM LEADER**

### **IPS TEAM LEADER ROLE**

Twining Enterprise supports people across North & West London with mental health problems to find and sustain work, using the internationally recognized Individual Placement and Support (IPS) approach. We are now looking to recruit a professional and self-motivated IPS Team Leader to lead a small team of IPS Employment Specialists (ES's) in Ealing and support a small case-load of clients.

- Do you have experience in managing and driving a team?
- Are you a relationship builder, experienced in increasing capacity with other organisations and individuals and able to motivate them to continuously improve?
- Are you proactive in achieving KPIs and targets?
- Do you have the experience to resolve complex issues and stay focused under pressure?

In this role you will support the ES's to manage their client caseload, by providing ES's with training, mentoring, supervision, and modelling of the IPS approach to promote the delivery of quality employment services with the aim of meeting targeted client referrals, engagements, and outcomes.

You will also communicate with key stakeholders including IAPT/Primary Care/JCP team leaders and other Partnership Managers to ensure services are integrated, to problem solve issues and to be a champion for the service. The role will support the IPS Service Lead in maximising service outcomes and will also work closely with the West London Alliance (WLA) Programme Team.

You will manage 3-4 Employment Specialists which will allow you to support a caseload of up to 10 clients.

In return we offer flexible working, career development opportunities, a generous holiday entitlement and competitive financial rewards. We are also strongly committed to equality of opportunity in employment and oppose all forms of unlawful or unfair discrimination.

**Job title – IPS Team Lead**

**Salary - £37,000**

**Responsible to – IPS Service Lead**

**Location – Ealing**

**Contract – permanent**

**Full time**

## HOW TO APPLY

Please email [jobs@twiningenterprise.org.uk](mailto:jobs@twiningenterprise.org.uk) with:

- a tailored copy of your CV.
- a covering letter detailing how you meet the Essential Knowledge, Skills and Abilities we shortlist on (see Person Specification below). We will not accept generic cover letters.

Please also make sure you complete and send separately our Twining Equalities Monitoring Form which can be found in the 'Jobs' section of our website.

### **The deadline for applications is: On-going.**

We will interview suitable candidates as soon as applications are received. The first interview will be a short telephone call. If successful, you will then be invited to a panel interview with offers made after this to successful candidates.

## PERSON SPECIFICATION

**We will shortlist you on the following list of Essential (E) knowledge, experience, skills, abilities and personal qualities. We are also interested in the Desirable (D) attributes listed and any transferable skills and experience which could support your attributes in these areas.**

### ***Technical competencies (qualifications and training)***

- Educated to degree level or equivalent experience (D)
- IPS delivery and management experience (preferably in a Primary care setting) (D)
- Demonstrable evidence of Continuing Professional Development (E)

### ***Experience***

- Experience of managing remote working and in-person teams and performance management procedures (E)
- Experience of internal (and external) partnership working (E)
- Demonstrable experience of successfully working to targets (E)
- Experience with improving systems and processes (E)
- Experience working within a quality assured framework/standards and commitment to adhering to the IPS model of employment support/fidelity and employment retention (E).
- Extensive experience of working with and supporting people who have experienced mental health problems and other unemployed disadvantaged groups into employment (D)
- Experience of joint working and working in multi-agency partnerships (D)

### ***Skills and Abilities***

- 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)
- Skilled in coaching and guiding people to maximise potential (E)

- Knowledge and understanding of the relationship between employment and mental health (E)
- Effective marketing skills with ability to build networks and develop successful partnerships across health & social care and employment sectors (D)
- Able to present confidently to external stakeholders and partners at various levels (E)
- Experience of opening job opportunities with a range of employers (D)
- Understanding of data protection and information security (D)

***Personal qualities, communicating and relating to others***

- Excellent interpersonal and communication skills (E)
- Dynamic personality, confident engaging with a range of stakeholders to promote the service (D).
- 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 with the capacity to appreciate the strategic service context (E)
- Ability to work well as part of a team and independently when required (E)
- Demonstrates initiative, self-motivation and resourcefulness, being committed to seeing plans through to conclusion within agreed timescales (E)
- Strong belief in the value of employment in supporting good mental health (E).
- Empathetic and person centred (D).
- Open to feedback and proactive in addressing self-development (D).
- Proactive in managing one's own health and wellbeing (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 (DBS) check at Enhanced level (E)

***Other***

- Have an understanding of, and be able to demonstrate, a commitment to relevant policies, procedures, and standards e.g. Health & Safety, Confidentiality (Data Protection), Equality & Diversity and Sustainable Development, Equality Act 2010 and employment law (E).
- Trained in the IPS approach (D – Compulsory once in role)
- Able to work flexible hours as the needs of the job dictate (E)

**RESPONSIBILITIES AND DUTIES**

1. Accountable to the IPS Service Lead for managing the delivery team of Employment Specialists and ensure delivery meets and exceeds performance, quality, and contract compliance targets.
2. Lead, develop and supervise the Employment Specialists using the evidence based IPS model, ensuring that the service delivers against budget and employment targets.
3. Provide field mentoring and observations to ensure continuous improvement in key areas of service provision including employer engagement.
4. Ensure that delivery is consistent across all team members, that work is accurate and to deadline and that it continually meets the commissioner's specification through shadowing, auditing assessments, in work support plans and clinical records.
5. Support a caseload of up to 10 clients.

6. Manage information governance for contract requirements and integrity of participants personal information.
7. To ensure that all staff work in partnership with clinical staff to ensure employment and clinical plans are integrated. In addition, ensuring that all return-to-work plans take account of any physical, cognitive, and mental health issues that are likely to impact on the return to work. This may require liaison with GPs or other primary care practitioners.
8. To provide training/coaching for IPS Employment Specialist staff and/or clinical staff as required including training on the IPS approach.
9. To work collaboratively with IPS Employment Specialists and line managers to ensure that employment services in region are delivered effectively and in line with evidenced based practice.
10. Coordinate the work of Employment Specialists in region in relation to build relationships with employers to effectively access the hidden labour market, external agencies and the delivery of job seeking groups.
11. To cover for Employment Specialists staff during times of leave.
12. To support the Employment Specialists with addressing the ongoing support needs of participants accessing the service as above.
13. Network and liaise to develop good working relationships with other organisations that are better able to help individuals to achieve their employment goals for example, local colleges, training providers, Disability Employment Advisors, employment providers etc.
14. To identify training needs of staff and arrange appropriate training to support with continuous professional development.
15. To undertake mandatory training as required by the WLA Programme.
16. Maintain the necessary systems for monitoring the work of the WLA programme.
17. Provide regular reports of work to the IPS Service Manager and other relevant stakeholders.

### ***IPS Service Delivery***

18. Build a constant flow of referrals to ensure a dynamic caseload.
19. Support a small caseload of participants who have experienced mental health problems to gain and sustain paid employment using the Individual Placement and Support (IPS) approach.
20. To work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services.
21. To prepare participants for employment through assessing their individual employment needs through vocational profiling and then actively support them to achieve their employment goals in partnership with the clinical team.
22. To provide individualised, ongoing support to participants once they have secured employment to assist them in sustaining employment.
23. To promote the benefits of supporting participants to access employment within the region and external employers, aiming to raise the profile of IPS services and raise expectations around the ability of participants to access paid employment.
24. To proactively engage and work with external employers to open up and secure paid employment opportunities for participants who have experienced health problems. Ensuring the service is focused on accessing the hidden labour market to unlock jobs that match with participants preference.
25. To provide advice and support to employers, as agreed with the individual, which may include negotiating adjustments and ongoing contact with supervisors to ensure job retention.
26. To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health at work etc.
27. To provide effective in work support to individuals once they secure paid employment to ensure they retain it.

28. To deliver employment workshops with other members of staff as required.
29. To develop effective working relationships with a range of external agencies who might be better able to help individuals to achieve their employment goals for example, local colleges, training providers and external supported employment services.
30. To maintain a professional relationship with the participants of the WLA programme and with other staff, with particular attention to confidentiality and maintenance of professional boundaries.
31. Update and maintain NHS database (IAPTus).

**Other**

32. To undertake any further training as identified in Twining Enterprise's review procedures.
33. Receive regular supervision and training to meet individual, team and organization's needs.
34. Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities.
35. Comply with and actively promote all Twining policies and procedures including Health and Safety, Equality and Diversity, Safeguarding and Data Protection.
36. Perform other tasks as required by your manager.

**Note**

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.

## **ABOUT TWINING ENTERPRISE**

### **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 one of London's leading mental health employment charities. We provide life-changing support to 2,000 Londoners with mental health problems every year. Our clients regularly tell us that our support has helped them achieve progress they didn't believe was possible.

### **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 was the first non-NHS provider to be awarded Centre of Excellence status for its IPS service in Barnet.

You can read more about us and our client successes here [www.twiningenterprise.org.uk](http://www.twiningenterprise.org.uk).