

Job Description

Job Title	IPS Team Lead
Service/Department	Individual Placement and Support (IPS) Service
Salary	£40,500 FTE (pro rata salary £28,350 per year)
Hours	26.25 hours per week
Base	Colchester
Responsible to	Head of Operations

Job Summary:

About the Role:

At Mid and North East Essex Mind we believe everyone deserves the chance to build a brighter future. As the Team Lead (North Essex) of the IPS service you will manage a team of up to 5 Employment Specialists who are frontline at supporting that mission - supporting people with Serious Mental Illness (SMI) to find, secure, and thrive in meaningful employment.

The Team Leader will provide a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users. You will work with up to 10 clients who have mental health support needs, and are unemployed, to assist them in securing sustainable paid employment in line with their preferences.

You will be providing supervision, training, caseload management, and role modelling of the Individual Placement and Support (IPS) approach, as part of the holistic recovery plan for mental health service users.

The Employment Specialists will be located within clinical teams at the Essex University Partnership Trust (EPUT) and you will be responsible for developing and managing those relationships effectively and collaboratively. You will also be expected to spend time getting to know local employers, to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.

To achieve this the post holder will be personable, compassionate, as well as a motivated self-starter who is resilient and has good communication skills.

Responsibilities:

Core Responsibilities:

- Effectively manage a high-quality service that adheres to the principles of MNEE Mind and IPS best practice.
- Monitor and manage performance of the IPS Employment Specialists – guide them individually on best practice and achieving individual and team job outcome targets.
- Ensure that clinical systems are kept up to date and are accurate.
- Create a culture of continuous improvement.
- Identify training needs of staff and arrange appropriate training to support with continuous professional development.
- Support the design and delivery of in-house staff training and development (including facilitating peer learning and best practice).
- Involve service users in co-production of service developments where possible.
- Coordinate the work of Employment Specialists in a region in relation to building relationships with employers to effectively access the hidden labour market, external agencies and delivery of job seeking groups.

- Produce regular monitoring reports for internal and external stakeholders, including commissioners.
- To maintain a detailed understanding of the range of data sources, populating employment services key performance indicators, and understanding data quality issues within the data.
- Manage a small caseload of up to 10 service users at any one time.
- Identify barriers to service excellence and work with internal and external stakeholders to implement solutions to ensure a high-fidelity service.
- Provide solution focused monthly supervisions for each employment specialist within the team, including caseload management.
- Lead the team to ensure Employment Specialists spend enough time in face-to-face meetings with employers to find the right job match.
- Guide, mentor and coach Employment Specialists through modelling and observing best practice with clients and employers.
- Ensure quality assurance around client satisfaction. Facilitate various feedback opportunities for client to provide feedback on the service and use this to review and develop the service.

Relationship Management:

- Develop relationships with local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- Managing relationships with clinical teams within EPUT.
- 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 develop effective working relationships with a range of external agencies who can help individuals to achieve their employment goals. This may include local colleges and training providers.
- Attend quarterly meetings to update on contract performance, utilise case studies to explain process and add their perspective on service progress.
- Arrange regular meetings with clients to monitor and review progress pre and post-employment.
- Meet with the Head of Service to agree priorities and work plans.

Other:

- Undertake mandatory training as required, including training in the IPS approach.
- Actively participate in own continuous professional development.
- To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework.
- Implement the organisation's policies and procedures as required.
- Support the marketing and profiling of the service for the team. This includes delivering the communications strategy, collecting employment recovery stories etc.
- Regularly collect and promote service user employment recovery stories.
- Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within the sector.
- Ensure that all relevant policies are implemented such as information governance, safeguarding etc.
- To work independently, reliably and deliver consistently to deliver effective IPS practice.
- Manage feedback, comments and complaints.
- You will be required to be mobile across a geographical area in supporting clients.
- To undertake any other duties as may be necessary from time to time including possible out of hours working.

Organisational values: <i>Post-holders should be able to demonstrate the following:</i>	
Value	Phrase
Listening	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
Co-Producing	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
Innovative	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
Supportive	We foster a culture of empathy, respect and open communication to support our communities and each other

Person Specification

POST: IPS Team Lead

Category	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> Educated to a level 4 level in Information, Advice and Guidance (IAG) or equivalent, or demonstrable experience in the industry and prepared to work towards 	<ul style="list-style-type: none"> IAG Level 4 qualification IPS working experience
Experience	<ul style="list-style-type: none"> Significant post basic qualification experience of working with adults with complex mental health needs. Experience of leading a team of employment specialists. Experiencing of mentoring, training and supervising a team. Partnership working and development. Local community organisations and statutory services. Experience of data collection and monitoring outcomes. Evidence of MDT working. 	<ul style="list-style-type: none"> Experience of participants/ employers evaluation/planning and monitoring of services Experience of working within a clinical setting. Experience of developing and delivering a new service.
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> Knowledge of statutory requirements and legislation ie Mental Health Act, Safeguarding, Ability to provide assessment of individuals with complex mental health needs. Risk assessment and mitigation skills. Ability to develop and lead a team. Ability to innovate and improve service delivery. Ability to identify barriers to service delivery and to develop a strategy to overcome barriers. Competent in the use of Microsoft 365. Ability to demonstrate effective written and verbal communication skills. Ability to work flexibly. Ability to uphold the Organisation's Values and Vision for future development of the Charity. Excellent interpersonal skills. Ability to adapt within a changing environment. Time management skills. Ability to work under pressure. Full UK Driving Licence with access to a vehicle or the ability to travel independently out of hours 	<ul style="list-style-type: none"> Experience of working with diverse groups ie BAME communities Research and evaluation. Experience of working within or managing teams within a clinical setting. Experience of working with commissioners.
Personal Characteristics	<ul style="list-style-type: none"> Inclusive Trusted Diplomatic Leader Collaborative Supportive and Empathetic Innovative Active Listener 	<ul style="list-style-type: none"> Flexible