

Bromley, Lewisham & Greenwich Mind

Job Description

Job Title:	Senior IPS Employment Specialist (Team Leader)
Working hours:	37.5 per week
Location:	Woolwich (London Borough of Greenwich)
Responsible to:	IPS Employment Service Manager
Responsible for:	IPS Employment Specialists
Liases with:	CMHT practitioners and clinicians, Local employers, Jobcentre Plus, and Voluntary Organisations.

JOB SUMMARY

Manage a team of up to 5 Employment Specialists providing supervision, and role modelling of the Individual Placement and Support (IPS) approach, as part of the holistic recovery plan for mental health service users. Provide a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users.

Manage a small caseload of clients who are unemployed; to assist them in securing sustainable paid employment in line with their preferences.

Key responsibilities:

- Effectively manage a high-quality service that adheres to the principles of IPS best practice.
- 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).
- 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.
- Provide solution focused monthly supervisions for each employment specialist within the team, including caseload management, meaningful support and development opportunities.

- Deputise for Service Manager in their absence or by request at meetings, to raise awareness of the service and to carry out delegated task.
- Identify barriers for service excellence and work with internal and external stakeholders to implement solutions to ensure a high-fidelity service.
- Monitor and manage performance of the IPS Employment Specialists – guide them individually on best practice and achieving individual and team job outcome targets.
- Guide, mentor and coach the team to deliver on employment engagements/job development strategies.
- Produce accurate and timely monitoring information, including robust outcomes monitoring, on a regular basis and as required.
- Work with Service Manager to ensure effective caseload management.
- Act as a resource for the rest of the team and share information, knowledge and adheres to the principles of IPS best practice.
- Lead the team to ensure Employment Specialists spend enough time in face-to-face meetings with employers to find the right job match.
- 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.
- Support people who have experienced mental health problems to gain paid employment using the IPS approach, working within OXLEAS Community Mental Health Teams (CMHTs).
- Work directly with employers to secure employment opportunities, and subsequently to provide ongoing support according to both the employee's and the employer's needs.

Relationship Management:

- Meet with the Service/Line Manager to agree priorities and work plans.
- Meet regularly with NHS staff to co-ordinate and integrate employment support into mental health treatment.
- Prepare individuals for a return to work through assessing each person's employment needs through vocational profiling/assessment and action planning.
- Spend time getting to know local employers, to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- 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.
- Provide individualised support to service users once they have returned to work to assist them in sustaining employment.

- Work flexibly as required by the individual and the employer which may require some working out of normal office hours.
- Develop good working relationships with a range of external organisations which who can help individuals achieve their employment goals.
- Record information and data accurately, including numbers of job outcomes and records of contact made with employers and other admin tasks.
- Participate in NHS administrative and data capture systems which record the progress of individuals, and to keep accurate, complete and timely records of casework.

General

- Work in line with BLG Mind's [Purpose, Vision, Values and Aims](#)
- Positively represent BLG Mind, both internally and externally, and promote our work
- Comply with BLG Mind's policies and quality frameworks
- Promote understanding, awareness and positive attitudes towards mental health and dementia
- Promote equity, diversity and inclusion
- Attend and actively contribute to individual supervision and training sessions, team meetings and organisational events
- Perform other duties appropriate to the role
- Support, encourage and engage active service user and carer participation wherever possible