

## JOB DESCRIPTION



<b>JOB TITLE:</b>	<b>Employment Specialist IPS</b>
<b>PAY BAND:</b>	Band 5
<b>LOCATION:</b>	<b>Christchurch</b>
<b>ACCOUNTABLE TO:</b>	Dorset Work Matters Project Lead
<b>LINE MANAGER:</b>	Dorset Work Matters Team Leader
<b>KEY RELATIONSHIPS:</b>	Service users & their support network IPS Team Vocational Champion & CHMT Team leader and staff Local Employers and Businesses Other internal/external employment and vocational services Dorset Mental Health Forum Job Centre Plus (DWP) Other employment and vocational services
<b>HOURS OF WORK:</b>	This is a <b>Fulltime post of 37.5</b> hours per week 9 am - 5 pm. The post holder may be required to work flexibly to meet the needs of the service.
<b>JOB SUMMARY:</b>	<p>The Individual Placement and Support Service (IPS) is jointly delivered by Dorset HealthCare and Dorset Mental Health Forum. The role is to work with clients who have mental health support needs and assist them in securing and/or maintaining sustainable paid employment in line with their preferences. This is achieved using the Individual Placement and Support (IPS) approach (for which training will be given); providing person centred advice and guidance to clients, whilst building positive relationships with local employers to enable clients to move into suitable employment.</p> <p>The employment specialist (ES) will work as part of a community mental health team (CMHT) maintaining positive and integrated relationships, fostering a holistic approach to recovery through employment.</p> <p>ES's will address the non-clinical barriers to gaining employment with tailored support for individuals to achieve employment, including supported job search, job carving, restoring self-confidence for work, better off in work calculations, in work support, job coaching and disclosure. Whilst adhering to the quality and compliance requirements of the IPS Fidelity Model and meeting the Key Performance Indicators (KPIs) of the service</p> <p>Utilising both internal and external support services, such as Community Mental Health Teams and Department of Work and Pensions you will provide solution focused, motivational support to build positive relationships, guide, inspire, challenge, encourage and help individuals obtain or retain to sustain employment.</p>

## SECTION A: MAIN DUTIES AND RESPONSIBILITIES

## 1.0 CLINICAL RESPONSIBILITIES

- 1.1 To implement the 8 key principles of the Individual Placement and Support (IPS) model within all aspects of the service (for which training will be given).

- 1.2 Meet and support clients to understand their key skills, aspirations and goals through the completion of a Vocational Profile and production of an Action Plan to help them obtain and sustain competitive employment. This includes support with their job search, CV production, application forms, interview techniques and career development .
- 1.3 To integrate into and build relationships with clinical teams to generate referrals and create collaborative working partnerships with clinicians to ensure employment support is integrated into mental health treatment: e.g., attending weekly CMHT (or equivalent) team meetings.
- 1.4 To manage a caseload of 20-25 clients at any one time who are currently off work/unemployed and receiving specialist mental health service support and wish to return to or be supported in work. To provide cover for clients where there is a disruption to service due to annual leave, illness, or recruitment.
- 1.5 The IPS Employment Specialist undertakes comprehensive assessments of the clients support needs, which may include benefits/welfare advice, disclosure of mental health symptoms and provision of support and guidance.
- 1.6 Provide tailored support in all aspects of job-search, application completion and interview preparation to ensure that clients are matched to the right job that enables them to sustain employment.
- 1.7 Source Job opportunities for clients through a tailored job search approach and regular contact with local employers to explore hidden as well as advertised employment opportunities.
- 1.8 Once employment has been secured continue to provide a quality service through conducting regular visits, effective monitoring and in-work support to clients and employers to help sustain employment.

## **2.0 MANAGERIAL RESPONSIBILITIES**

- 2.1 Works within clearly defined occupational policies, seeking advice from Team Leads or Project Lead if required. Work is managed rather than supervised.
- 2.2 The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of Dorset Health Care University NHS Foundation Trust.

## **3.0 ADMINISTRATION RESPONSIBILITIES**

- 3.1 Maintain accurate electronic and system-held client records to the required compliance and quality standards within set timeframes for multi-disciplinary use.
- 3.2 Co-produce personalised tailored Action Plans featuring SMART targeting to enable positive and timely progression.
- 3.3 To maintain and regularly update the employer engagement database.
- 3.4 Facilitate meetings with the clients to monitor and review progress, both pre- and post-employment.
- 3.5 To adhere to administrative and data capture protocols which record the progress of individuals and to keep accurate and complete records of casework.

## **4.0 COMMUNICATION**

- 4.1 To be an excellent communicator, both written and verbal at all levels with the ability to enthuse and motivate clients.
- 4.2 To liaise effectively with the clinical team and provide support at all times for the smooth and efficient running of the service. To resolve any concerns from clients professionally and calmly, dealing with the areas within the scope of the role and involving a senior Team Leader or Project Lead where necessary.
- 4.3 Act as a further point of contact for enquiries, dealing with sensitive enquiries from members of the clinical teams and clients sometimes of a highly confidential and complex nature, screening/filtering enquiries and referring to the Team Leads or Project Lead when necessary.

- 4.4 To build and maintain relationships with employers through applying employer engagement strategies .
- 4.5 To communicate effectively with a range of organisations, teams and individuals. This includes negotiating adjustments, return to work strategies and maintaining on-going contact with employers to ensure job sustainment.
- 4.6 Undertake presentations / providing training as required within Dorset Health Care, externally to other providers, employers and clients for the promotion of The IPS Service.
- 4.7 Empowering people through communication using positivity, reflection and a solution focused approach.
- 4.8 Build relationships with colleagues in clinical teams to engage and generate referral and create collaborative working partnerships with clinical staff (promoting employment as a positive intervention in the recovery journey)
- 4.9 To co-produce service developments with clients and their supporters, supported by colleagues in Dorset Mental Health Forum.

#### **5.0 PLANNING AND ORGANISING RESPONSIBILITIES**

- 5.1 Work towards and achieve monthly / quarterly targets and Key Performance Indicators ensuring a high-quality service is continuously being delivered.
- 5.2 Arrange regular meetings with clients to monitor and review progress pre- and post-employment.
- 5.3 To work independently, reliably, and consistently to deliver and provide an effective IPS practice.
- 5.4 Spend time actively engaging and getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- 5.5 Identify new employers through face to face meetings for promote of the service/clients and arrange meetings and follow up appointments with known employers to maintain and build relationships as part of delivering a high quality service.
- 5.6 Once employment has been secured continue to provide quality service through conducting regular visits, job coaching, effective monitoring and in-work support to clients and employers to help sustain employment.

#### **6.0 ANALYTICAL AND JUDGEMENT SKILLS**

- 6.1 To challenge inequalities experienced by clients and address existing discrimination, whilst ensuring a process of learning for the organisation.
- 6.2 Work with employers to identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the workplace- this can include 'job carving' i.e. carving small slices of work from the duties other staff not have time to do.

#### **7.0 RESPONSIBILITY FOR FINANCE / RESOURCES**

- 7.1 The post holder does not have financial responsibility for budgetary management. However it is the individual post holder's responsibility to manage organisational resources efficiently and to suggest efficiency savings to line management as they arise. The post holder has the responsibility to maintain the safekeeping of the organisation's property.

#### **8.0 RESEARCH & DEVELOPMENT**

- 8.1 Fully understand the current local labour market and any business expansions and needs, to source suitable job opportunities.

Market specific clients to employers through job carving, identifying the specific recruitment needs of employers.

152-M023.24

- 8.2 Undertake direct face to face marketing to employers and use digital media e.g., email, LinkedIn, Facebook, etc.
- 8.3 Develop an understanding of new initiatives and specialist signposting services in the local area/region, building knowledge in areas such as specific disabilities, housing, benefits etc. Knowledge to be applied where appropriate during caseload management.
- 8.4 To ensure effective monitoring and evaluation systems are adhered to and to keep abreast of changing practice.

#### **9.0 POLICY & SERVICE DEVELOPMENT**

- 9.1 Adhere to the IPS Fidelity Model ensuring key tasks and targets are achieved through a person centered approach.

#### **10.0 RESPONSIBILITY FOR INFORMATION / DATA**

- 10.1 Collect and report data on performance and evaluation to support continuous service development.
- 10.2 To ensure all information governance policies are followed.
- 10.3 To collect employment recovery stories from people accessing the service.

#### **11.0 PROFESSIONAL RESPONSIBILITIES**

- 11.1 Report and progress any change or adverse events promptly to an appropriate member of staff.
- 11.2 To follow all relevant policies including lone working; safeguarding etc
- 11.3 To partake in continuous professional development including learning around mental health conditions, their impact and how they can be managed and participate in IPS training.

#### **12.0 OTHER RESPONSIBILITIES**

- 12.1 Proactively participate in continuous improvement activities to ensure the excellent delivery of the service.
- 12.2 To undertake any other duties, as required, appropriate to the post.

#### **13.0 ENVIRONMENTAL FACTORS**

- 13.1 This role may involve possible exposure to some distressing situations and news.

#### **13.2 WORKING CONDITIONS**

- 13.3 Frequent travel using own vehicle on Trust business within the region.

#### **13.4 FREEDOM TO ACT –**

Working within well established procedures, guided by standard operating procedures with someone available for reference, work managed rather than supervised, acting independently, expected results are defined, significant discretion to work within a set of defined parameters.

April 2024

## PERSON SPECIFICATION

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL	DESIRABLE
1.1	Educated to degree level or equivalent training in a relevant field	Yes	No
1.2	Role specific experience of 2 years	No	Yes
1.3	Experience or knowledge of employability or the labour market	Yes	No
1.4	Trained in / knowledge of IPS approach	No	Yes
1.5	Knowledge and experience of recovery and social inclusion principles	No	Yes
1.6	Mental Health First Aid Qualification	No	Yes
1.7	NVQ level 3 in care or learning disability related	No	Yes
1.8	Knowledge of a broad range of occupations and jobs	No	Yes
1.9	Knowledge of benefits agency and or disability / employment related benefits	No	Yes
1.10	Excellent motivational, solution focused communication and listening skills	Yes	No
1.11	Outstanding interpersonal skills and ability to build rapport with a range of people	Yes	No
1.12	Team orientated and works collaboratively within a mixed-disciplinary team	Yes	No
1.13	Level 3 Diploma in Employability Services Sector Qualification	No	Yes
1.14	QCF in Advice & Guidance (Level 3)	No	Yes
1.15	Natural ability to build close, trusting and productive relationships with people	Yes	No
1.16	Ability to work independently and use initiative to develop and promote a service	Yes	No
2.	JOB SPECIFIC EXPERIENCE		
2.1	Experience of working in supported employment services	No	Yes
2.2	Experience of working with people with mental health problems or a similar client group within health, social services or the voluntary sector	Yes	No
2.3	An understanding of employment and challenges for people who have mental health experiences	Yes	No
2.4	Experience of partnership working, negotiation and liaison work with other stake holders and agencies	Yes	No
2.5	Experience within health, voluntary sector or employment	Yes	No
2.6	Experience of working with individuals on a 1:1 basis	No	Yes
2.7	Experience of managing multiple tasks at any one time	Yes	No
2.8	Experience of managing a caseload	Yes	No
2.9	Experience of working assertively to influence decision makers	Yes	No
2.10	Proven experience of meeting and exceeding outcomes and targets	Yes	No
2.11	Experience of supporting people to obtain or keep work	No	Yes
2.12	Experience of working within mental health services	No	Yes
2.13	Own personal lived experience of recovery from mental health difficulties	No	Yes
2.14	Previous experience of delivering a service using the IPS model	No	Yes
3.0	INFORMATION TECHNOLOGY/RESOURCES		
3.1	Standard or Advanced IT skills, normally obtained through practice or practical training	Yes	No
3.2	Demonstrable experience of using a range of word processing, spreadsheet, database and/or presentation software to RSA 3 or equivalent standard	Yes	No
3.3	Able to take and transcribe meeting notes to a high standard	Yes	No
3.4	Skills and experience in database management	No	Yes
4.0	PERSONAL QUALITIES/ATTRIBUTES		
4.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	No
4.2	Good understanding of the principles and practice of supported employment	No	Yes
4.3	Lived experience / experience of recovery from a mental health condition	No	Yes
4.4	Excellent Organisational skills	Yes	No
4.5	Ability to manage own time effectively and independently	Yes	No
4.6	Ability to work independently and use own initiative	Yes	No

Commented [BG(HUNFT1)]: Was only desirable

152-M023.24

4.7	Natural ability to build close trusting and productive relationships with people	Yes	No
4.8	Empathetic to the needs of those with mental health support needs	Yes	No
4.9	Passion and drive to make a positive difference to people's lives through the promotion of employment	Yes	No
4.10	Highly motivated with a genuine belief that employment will help the recovery of someone with a mental health condition	Yes	No
4.11	Resilient and tenacious to not give up despite setbacks and frustrations	Yes	No
4.12	Non-judgemental and trustworthy	Yes	No
4.13	Self-aware of personal strengths and weaknesses and actively invest in personal and professional development.	Yes	No
<b>5.0</b>	<b>BUSINESS TRAVEL</b>		
5.1	Subject to the provisions of the Equality Act, willingness to travel using own vehicle on Trust business within the region.	Level 1	No
<b>6.0</b>	<b>ADDITIONAL REQUIREMENTS</b>		
6.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	No

**\*Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- Have access to own vehicle and travel an average of more than 3,500 miles a year.

### Organisational Chart

