



Job Description

Service	Coventry & Warwickshire
Job Title	IPS Senior Employment Specialist
Base	Coventry & Warwickshire
Hours	37.5 per week Fixed Term Contract until 31st March 2023
Salary	£31,695 per annum
Reports to	Locality Manager
Operating Principles	<p>CGL has developed a number of operating principles that it believes are essential to providing effective and inspirational care and support for its service users. They should be viewed as overarching expectations for all roles at CGL.</p> <p>All staff will contribute to the ongoing development of an ambitious, inspirational and outcome focussed culture at every level of service delivery.</p> <p>All roles will tangibly contribute to provide hope, empowerment, choices and opportunities that promote people reaching their full potential as individuals and community members.</p> <p>All service delivery will model the belief that we all have the potential to make positive changes and to lead meaningful and purposeful lives, as involved and contributing members of society.</p>
Purpose of Job	<p>About the role:</p> <p>The Team Leader will manage a team of 4 Employment Specialists providing supervision, training, caseload management, and role modelling of the Individual Placement and Support (IPS) approach, as part of the holistic recovery plan for people in structured treatment for drug and/or alcohol use. The Senior Employment Specialist will provide a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users. You will also manage a small caseload of clients of</p>

	<p>people in structured treatment for drug and/ or alcohol use to assist them in securing sustainable paid employment in line with their preferences.</p> <p>Job Summary:</p> <p>The post holder will provide employment professional supervision to a team of IPS Employment Specialists, and will lead the on-going development of Individual Placement and Support Model within the service(s).</p> <p>The Senior Employment Specialist will also hold a reduced caseload of his or her own.</p> <p>Key Relationships:</p> <p>Organisation managers, human resources, clinical teams, user groups, VCS organisations, local colleges, local employment services, local employers and Jobcentre Plus.</p>
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Key Activities:

- Effectively manage a high-quality service that adheres to the principles of 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.
 - 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 relation to building relationships with employers to effectively access the hidden labour market, external agencies and delivery of job seeking groups.
 - Support budget holder to manage the IPS service budget and analysis of service value
 - Produce regular monitoring reports for internal and external stakeholders, including commissioners.
 - Manage a small caseload of between 10-15 clients at any one time of people in drug and alcohol treatment services who wish to return to, or start, paid employment.
 - Provide ongoing support according to both the employee's and employer's needs to enable people who have experienced dependency on drugs and/or alcohol to retain employment once secured.

- Ensure that people on work experience placements and those job seeking are provided with help and advice to apply for posts in open employment, and advised about accessing in-work welfare benefits as appropriate.
- Promote the profile of employment within the clinical team, and raising expectations around the ability of clients to attain paid work.
- Identify barriers for service excellent 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 the team to deliver on employment engagements/job development strategies.
- Ensure quality assurance around client satisfaction.

Relationship Management

- Arrange regular meetings with clients to monitor and review progress pre and post employment.
- Meet with the Service/Line Manager to agree priorities and work plans.
- Spend time getting to know local employers, in order 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.
- 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.

Overview of main responsibilities:

- To provide leadership and employment professional supervision to IPS Employment Specialists within the team.
- To provide field mentoring to employment staff to enable them to further develop their practice and increase outcomes.
- To liaise with PHE manager, senior practitioners, and managers within the service around the on-going implementation of the evidence-based Individual Placement and Support Model.
- To work with client keyworkers and clinical staff, including through case conferencing, to ensure that clients receive appropriate support from everyone involved in their care during the return to work process.
- To provide advice and support to employers, as agreed with the individual, which may include negotiating adjustments and on-going contact with supervisors to ensure job retention.

- To assess individual support needs related to work which might typically include help with benefits, travel to work, managing health and work etc.
- To work flexibly on occasion as required by clients and employers, which may require some working out of normal office hours.

Professional development

- Undertake mandatory training as required, including training in the IPS approach and participate in your own IPS and management supervision, objective setting/appraisal, and professional development plan.
- To provide regular IPS supervision to Employment Specialists, including group supervision to the team, and overseeing their professional development plans.

Policy and/or service development

- To work with the IPS Employment Specialists, and service management to ensure that vocational support services offered continue to develop effectively.
- Implement the organisation's policies and procedures as required
- Responsible for marketing and profiling the service for the team. This includes delivering the communications strategy, collecting employment recovery stories etc.
- To ensure that effective referral procedures to IPS provision from the clinical team are in place.
- 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

Research and development

- To keep abreast of changing practice within vocational rehabilitation, and to disseminate within the team and, where relevant, service(s).

Management of resources

- To work with internal and external stakeholders and partners to maximise the effective and efficient use of resources in the delivery of vocational support services.

Other

This is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the reasonable needs of your employer. The post holder may be required to undertake various other duties appropriate to the salary grade and nature of the job.

Person Specification

Essential criteria:

Education & qualifications

Educated to degree level, or with equivalent relevant work experience.

Previous experience:

At least 2 years' experience of helping people facing severe labour market disadvantage to obtain or keep work.

Experience of collaborative working and working in multi-agency partnerships.

Experience of staff supervision and coaching.

Skills, knowledge, abilities

An understanding of the principles and practices the Integrated Support and Placement (IPS) model of supported employment.

An understanding of the employment needs and difficulties of people who experience substance dependency and related barriers to employment.

Able to assess clients' vocational functioning on ongoing basis utilising background information and work experiences. Discusses client's preference for disclosure of health status to employers.

Able to work in a complex environment and demonstrate a high level of perseverance, being committed to seeing plans through to completion with agreed time-scales.

Ability to develop relationships with multiple stakeholders, including employers, partner agencies, clients and their family/carers. With the client's permission, provides education and support to family members.

Ability to support clients and employers when a client's job is at risk.

An ability to provide advice and support to keyworkers and clinicians in relation to the employment needs of their clients.

Working knowledge of a broad range of occupations and jobs.

An ability to communicate highly complex and specialist information effectively both verbally and in writing, including the production of formal reports.

An ability to assess the learning and development needs of others and give individual feedback to manage and improve performance.

Capacity to appreciate the strategic service context.

Good verbal and written communication skills.

Good marketing, presentation and negotiation skills, allied to a persuasive style.

Familiarity with common office software

Attitudes, aptitudes and personal characteristics

Ability to work independently, reliably and consistently.

A preparedness to work flexible hours through prior agreement as the needs of the job dictate.

Ability to see solutions rather than problems.

Non-judgemental and trustworthy

Empathy with the needs of those experiencing substance misuse problems

Passion and drive to make a positive difference to people's lives

Positive mindset with the ability to motivate, engage and inspire

Highly motivated with a genuine belief that someone who is affected by drug and/or alcohol dependence can find paid employment

Resilient and tenacious to not give up despite setbacks and frustrations

Commitment to integrity and excellent service delivery to the client, employers and clinical team

Self-aware of personal strengths and weaknesses and actively invest in personal and professional development

Willingness to travel within the area

Desirable criteria:

- Experience of working with people recovering from addiction and/ or mental health problems or a similar client group.
- Knowledge of the welfare benefits system.
- Experience of delivering training.
- Experience of managing a budget.
- An understanding of the Equalities Act 2010.
- An understanding of education, training and employment services.

- Basic counselling skills.

This post is subject to a Disclosure and Barring Service (DBS) check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.