

## JOB DESCRIPTION

**Job Title:** IPS Employment Specialist & IPS Retention Specialist  
**Grade:** Band 5 (multiple posts)  
**Directorate:** SBU MH East & North Herts & SBU West Herts  
**Base:** Post Holders will work from one of the team bases across Watford & Borehamwood, Stevenage & Hitchin, St Albans & Hemel Hempstead, Ware, Cheshunt, Bishops Stortford or Welwyn Garden City  
**Hours:** 37.5 hours p/week  
**Accountable to:** IPS Employment Service Team Leader  
**Responsible to:** Community Services Team Leader and Professional Lead  
 Community Occupational Therapy and Employment  
 Services Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT. Building on the CQC Outstanding, we are on our "Good to Great" journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.



### Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

## **Our Mission**

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

## **Our Vision**

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”***

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

## **Values and Behaviours**

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	we are...	you feel...
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

#### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

#### **Job Summary:**

Each Community Services Hub provides a specialist care pathway to Service Users with Non psychotic disorders and Personality disorder. They also provide specialist care pathways to those with psychotic disorders. Employment Support forms part of the pathways.

As the IPS Employment Specialist (ES) for the quadrant you will be responsible for providing Individual Placement Support (IPS) for all Service Users who are currently unemployed who express a desire to gain paid employment as part of their recovery goals. You will carry a caseload of up to 25 service users.

As the IPS Retention Specialist (RS) for the quadrant you will be responsible for providing predominantly job retention support for all Service Users who are currently in existing employment and experiencing challenges with their employment, at risk of losing their job, and people who are off sick and preparing to return to work. You may also support a small amount of people who are unemployed and looking for paid employment.

You will work directly with all relevant stakeholders: the service user, Community Services staff, consultant psychiatrists, partner agencies and employers to support the service users on your caseload to gain and retain paid employment.

You will be a fully integrated community team staff member, attending team meetings etc. Supervision will be provided by the IPS Senior Employment Specialist or IPS Team Leader. You will also be part of the Virtual IPS team receiving support from peers in other Community teams.

#### **Working Relationships and Communication Requirements of the Job**

##### ***Working relationships***

- ***Multidisciplinary team***
- ***Other Employment workers***
- ***Other trust teams and departments***

- ***DWP and other statutory services***
- ***MIND and other 3<sup>rd</sup> sector providers***
- ***Local employers***
- ***Local education providers***

## **Role Responsibilities**

- To carry a case load of Service Users who are currently off work / unemployed, receiving specialist mental health services and who wish to return to work.
- To provide Job Retention support to those service users currently under secondary health services or enhanced Primary Care services who are at risk of losing their job through supporting with meetings and responses to Managers, Occupational Health Departments, HR departments and Legal representatives. This may occasionally include supporting Services out of a job which despite adjustments and best efforts remains detrimental to their wellbeing To prepare individuals for a return to work by supporting service users to understand their skills, aspirations and goals through vocational profiling and action planning.
- Focus on rapid job search with the service user, whilst utilising local support networks to help them overcome their barriers to employment.
- Source job opportunities for service users through tailored job search and regular contact with employers.
- When placing service users with employers, ensure that the quality of work environments is explored, including potential for workplace adjustments that will accommodate individual strengths, skills symptoms and coping skills.
- 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
- To 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 help with any new or reoccurring issues in relation to mental health and job sustainability.
- To provide individualised support to service users once they have returned to work to assist them in maintaining employment.
- Meet and exceed job outcome targets for service users
- Build a multi-disciplinary approach to the return to work. For example, involve clinical staff (where relevant) in managing symptoms at work, medication reviews and supporting rehabilitation needs e.g. social skill development, budgeting, travel training etc.
- Contribute to the effective monitoring and evaluation of systems relating to IPS delivery within the quadrant

- Keep abreast of changing practice within vocational rehabilitation, employment law and work related benefits.
- To undertake mandatory training as required including training in the IPS approach and Job Retention Skills
- To actively participate in own continuous professional development
- To ensure that all relevant policies are adhered to such as information governance, safeguarding etc.
- To regularly collect and promote service user employment recovery stories.
- To deputise for IPS Senior Employment Specialist as required.
- To maintain a professional relationship with the service users of the programme and with key internal and external stakeholders, with particular attention to confidentiality and the maintenance of boundaries.
- Work with external agencies to maximise use of both internal and external resources in the delivery of vocational support services

To adhere to administrative and data capture protocols which record the progress of individuals, and to keep accurate and complete records of casework

### **Service Development and Improvement**

- To undertake mandatory training as required including training in the IPS approach
- To actively participate in own continuous professional development
- Participate in personal supervision on a regular basis and annual performance review.
- Actively contribute to the implementation, evaluation and modification of IPS interventions supporting IPS Team Leader to ensure a model of continuous improvement is applied across the quadrants.
- Actively participate in the overall development and quality of community services.

### **Communications**

- Build relationships with clinical teams to generate referrals and create a collaborative working partnerships with NHS clinicians where employment support is integrated into mental health treatment.
- Spend time getting to know local employers, in order to negotiate job opportunities that meet each individual's strengths, needs, abilities and preferences.
- To demonstrate highly effective interpersonal skills, self-awareness, sensitivity and empathy in all communications.

- To form therapeutic relationships with service users which overcome any barriers to gain co-operation and encourage engagement.
- To report effectively to the MDT on service users progress verbally and in writing.
- To adhere at all times to Trust data security policies and procedures.

### **Analytical and Judgment Skills:**

- To respect the individuality, values, cultural and religious diversity of clients and contribute to the provision of a service sensitive to these needs.
- To keep abreast of local job market trends and changes. Original and astute thinking that leads to decisive action
- Able to work independently and use initiative to think quickly on the spot in different, and often challenging, situations
- Creative problem solving to tackle obstacles that arise and fulfil requirements of the role in innovative ways to deliver greater impact

### **Planning and Organisational Skills:**

- To exercise good personal time management, punctuality and consistent reliable attendance.
- Can effectively manage time to meet deadlines while maintaining high standards
- Maintain effective and organised administration systems
- Allocate and delegate work to other employment staff in the quadrant.
- To contribute to the safe and smooth running of the service.

### **Physical Working Conditions and Environment:**

- To work within the team base, unit or community setting as appropriate.

### **Information Resources:**

- To ensure that up to date written and electronic records are maintained in accordance with Trust standards.
- To oversee the recording of statistical activity as required for evidencing fidelity to IPS and Trust Key Performance Indicators within the quadrant. Providing reports to the IPS Lead and Team Managers.
- To comply with health and safety requirements as per policy.

## **Supplementary Information**

The post holder will be required to deal with distressed people and find themselves in challenging and / or risky situations as they will be working with people with mental health problems.

### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

### **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

### **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

### **Equality and Diversity**

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

### **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about

individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted

### **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

### **Information and Records Management**

The post-holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures and Information Governance.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

### **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

### **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

### **Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.





## PERSON SPECIFICATION

Job Title: IPS Employment Specialist

Department: Community MH Team

Date last reviewed:01/09/20

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS/ EDUCATION/TRAINING</b> <ul style="list-style-type: none"> <li>• Educated to a degree level or equivalent</li> <li>• IPS trained</li> <li>• Additional relevant training in areas of employment, mental health, coaching</li> <li>• Job Retention Training</li> </ul>	A/I	A/I A/I A/I
<b>PREVIOUS EXPERIENCE</b> <ul style="list-style-type: none"> <li>• Considerable experience of working with adults with MH difficulties in a health or social care setting</li> <li>• Significant experience working in a role delivering employment support.</li> <li>• Supervision of junior staff</li> <li>• Experience of partnership working, negotiation and liaison with other agencies</li> </ul>	A/I A/I	A/I A/I

<b>SKILLS/KNOWLEDGE/ABILITY</b> <ul style="list-style-type: none"> <li>• Knowledge of disability and special needs issues, policies and legislation in relation to employment</li> <li>• Understanding of the principles and practice of IPS</li> <li>• Knowledge of employment law</li> <li>• Team orientated and work collaboratively within a mixed-disciplinary team</li> <li>• Experience of partnership working, negotiation and liaison work with other agencies</li> <li>• Experience of opening up job opportunities with a range of employers</li> <li>• Ability to work with key IT tools such as MS Word, Excel and Powerpoint</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	
<b>COMMUNICATION SKILLS</b> <ul style="list-style-type: none"> <li>• Ability to build rapport with a range of people</li> <li>• Ability to provide and receive sensitive information regarding services users care and social situation</li> <li>• Ability to work effectively in a team</li> <li>• Knowledge of appropriate professional relationships and boundaries</li> <li>• Ability to negotiate and persuade appropriately prospective employers of benefits of offering work opportunities to Service Users.</li> <li>• Active listening skills, ability to ask perceptive questions that tease out important information .</li> <li>• Compelling written and verbal communication skills, tailored to a variety of audiences</li> <li>• Mentoring/Coaching Skills</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>A/I</p>
<b>ANALYTICAL SKILLS</b> <ul style="list-style-type: none"> <li>• Ability to respond and adjust appropriately to the changing needs of service users</li> </ul>	<p>A/I</p>	

<ul style="list-style-type: none"> <li>• Able to work independently and use initiative to think quickly on the spot in different, and often challenging situations</li> <li>• Creative problem solving to tackle obstacles that arise and fulfil requirements of the role in innovative ways to deliver greater impact</li> </ul>	A/I	
<p><b>PHYSICAL SKILLS</b></p> <p>Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)</p> <p>Ability to use a range of IT equipment relevant to the role.</p>	A/I	
<p><b>PHYSICAL EFFORT</b></p> <p>Appropriate level of fitness to undertake all tasks within the role including RESPECT techniques unless you have a disability defined by the Equality Act</p>	A/I	
<p><b>MENTAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Ability to concentrate, respond appropriately to interruptions and meet deadlines</li> <li>• Ability to concentrate on documentation tasks whilst working in a busy, open plan area.</li> <li>• Ability to work with people with limited understanding and/or challenging behavior</li> <li>• Ability to work under pressure</li> </ul>	A/I	
<p><b>EMOTIONAL EFFORT</b></p> <ul style="list-style-type: none"> <li>• Regular requirement to deal with distressing or emotionally charged situations.</li> </ul>	A/I	
<p><b>ADDITIONAL INFORMATION</b></p> <p>Values/Motivational/Personal</p>		

<p><b>Qualities/Diversity</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an understanding of the value of work to personal wellbeing Belief that people with mental illness can gain and sustain meaningful work</li> <li>• Welcoming</li> <li>• Kind</li> <li>• Positive</li> <li>• Respectful</li> </ul> <p>For example :</p> <ul style="list-style-type: none"> <li>• <i>Naturally interested in and energised by working with and talking to people</i></li> <li>• <i>Passion and drive to make a positive difference to people's lives</i></li> <li>• <i>Instil hope and empower others to own their experience and choices</i></li> <li>• <i>Resilient and tenacious to not give up despite setbacks and frustrations but learn from them</i></li> <li>• <i>Patient and empathetic to others' situations without imposing own experiences or beliefs onto others</i></li> <li>• <i>Conscientious and professional.</i></li> </ul>	<p>A/I</p> <p>A/I</p>	
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A- Application Form

I – Interview

T – Test

Job Title: IPS Employment Service Team Leader

Department: IPS Employment Service

Date last reviewed: 01.09.2020

