



## **JOB DESCRIPTION**

### **IPS TEAM LEADER**

**Starting Salary:** £27,393 - £29,841 depending on skills and experience

**Hours:** Full-time or part-time

**Contract:** Fixed term to end March 2020

**Reports to:** RCS Delivery Team Leader

**Location:** Rhyl or Bangor

#### **Background:**

RCS is a not-for-profit organisation which delivers a range of services to help people enter, sustain and progress in employment, with the overall aim of reducing unemployment and improving individual wellbeing and employability.

We are working in partnership with Welsh Government, DWP, Betsi Cadwaladr University Health Board, Bangor University and CAIS to test delivery of an IPS (Individual Placement and Support) approach in North Wales, with the aim of supporting people with mild to moderate mental health conditions into employment. IPS involves intensive, individual support, a rapid job search followed by placement in paid employment, and time-unlimited in-work support for both the employee and the employer. There is a growing international evidence base that suggests 'place then train' models – and IPS in particular – are much more effective than traditional approaches in successfully getting people into work.

RCS will be employing a dedicated team to deliver employment support for the pilot in Conwy, Denbighshire and Gwynedd. This presents an exciting opportunity to be involved in the development and testing of IPS in a Welsh context.

#### **Job Purpose**

The Team Leader will lead the team of up to 10 Employment Specialists providing supervision, training, mentoring, and role modelling of the Individual Placement and Support (IPS) approach, as part of the holistic recovery plan for mental health service users. The Team Leader will provide a pivotal role in coordinating a high-

quality service that meets fidelity standards and delivers positive outcomes for service users.

At times, you may also be required manage a small caseload of people who have experienced mental health problems and who are unemployed.

### **Responsibilities:-**

- Effectively coordinate a high-quality service that adheres to principles of IPS best practice;
- Work in close liaison with RCS senior management personnel to ensure the effective integration of IPS within the suite of RCS products and services;
- Monitor and manage the performance of the IPS Employment Specialists, guiding them individually in best practice and aiming to achieve individual and team job outcome targets;
- Lead the team to build relationships with clinical teams to generate referrals and create a collaborative working partnership with health professionals where employment support is integrated into mental health treatment.
- Lead the team to provide individualised support to help service users find and sustain employment, using rapid job search and working with external agencies to help individuals achieve their employment goals and overcome their barriers to employment;
- Lead the ES team to deliver on employer engagement/job development strategies, building effective relationships with employers to identify and negotiate opportunities that meet the strengths, needs, abilities and preferences of individual service users;
- Lead the team to provide effective ongoing employer liaison, as agreed with the individual, eg to negotiate adjustments, return to work strategy and on-going contact to ensure job retention.
- Overseeing the team to record accurate management information, ensuring that systems/records remain effective tools for service monitoring and reporting, and producing monitoring reports as required;
- Identify training needs of staff and arrange appropriate training, including in-house staff training, coaching and observations;
- Actively participate in own continuous professional development;
- Make an active contribution to the promotion of the service by identifying potential customer stories for marketing purposes
- Maintain confidentiality and appropriate professional boundaries with all service stakeholders.

- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;
- Any other duties as required

### Person specification

	• <b>Essential</b>	<b>Desirable</b>
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Good standard of educational achievement</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven track record in designing and delivering high quality and effective customer focussed solutions, preferably in an employment support setting;</li> <li>• Experience of working with people with mental health problems or a similar service user group</li> <li>• Experience of partnership working, negotiation and liaison work with other agencies</li> <li>• Minimum 2 years' recent experience of staff supervision and coaching</li> <li>• Experience of opening up job opportunities with a range of employers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working alongside a range of statutory and voluntary sector bodies in the design and delivery of person-centred support plans</li> <li>• Experience of delivering training</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of disability and special needs issues, policies and legislation in relation to employment</li> <li>• Good understanding of the principles and practice of supported employment</li> <li>• Able to use IT and tools such as MS Word, Powerpoint and Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Up-to-date working knowledge of welfare benefits and/or employment law</li> <li>• Knowledge of IPS principles and approach</li> </ul>

<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• A clear understanding and commitment to equality issues and challenging discriminatory practices.</li> <li>• Flexibility to travel within the region</li> <li>• Flexibility to working out of 'normal office' hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak and write in Welsh</li> <li>• Lived experience</li> </ul>
<p><b>Skills</b></p>	<p>Excellent leadership qualities, with ability to role model excellent practice and standard, motivate team to achieve performance targets, and facilitate innovation</p> <p>Highly developed communication and interpersonal skills at all levels, particularly coaching, negotiating, active listening and influencing</p> <p>Team orientated, with ability to work collaboratively within a mixed-disciplinary team</p> <p>Ability to delegate tasks appropriately and effectively</p> <p>Creative, flexible and innovative in approach</p> <p>Able to work independently and use own initiative</p> <p>Good time management skills, with ability to work well under pressure</p> <p>Maintain effective and organised administration systems</p>	
<p><b>Personal qualities</b></p>	<p>Empathetic, non-judgemental and trustworthy</p> <p>Passion and drive to make a positive difference to people's lives</p> <p>Positive mindset and motivational to others</p> <p>Resilient and tenacious in the face of setbacks and challenges</p> <p>Conscientious and reliable</p> <p>Commitment to learning and willingness to engage in opportunities for continuous professional development</p>	