workingwell trust

JOB DESCRIPTION

Team Leader (Co-Lead): Newham IPS WorkWise Team

Days: Monday to Friday
Hours: 35 hours
Salary: £41,820
Reporting to: IPS Operations Manager
Location: There is a minimum expectation of 3 on site days per week with an optional 2 days WFH. You will be expected to work at PRC for at least 1 of your onsite days per week this day will need to be coordinated with your fellow Co-Lead.

Overall Function:

The Team Leader co-manages with a second Team Leader a team of 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 mental health service users. Maintain referral pathways and liaise with various stakeholders to ensure the success of the service. The Team Leader provides a pivotal role in managing a high-quality service that meets fidelity standards and delivers positive outcomes for service users. The role also includes data management and data quality for reporting purposes and managing stakeholder relationships. The IPS Workwise service is outcome focused with a requirement to achieve engagement, job and job retention targets. Performance against Key Performance Indicators (KPIs) will be monitored by the team leads regularly through reporting, line management and team supervision.

What you will be doing:

Co-managing the IPS SMI Newham team of Employment Specialists who are supporting individuals with additional support needs to find and sustain employment.

Each Co-Lead will provide dedicated line management to approximately half of the team members.

Your focus as Team Lead:

- Oversight of the service ensuring its quality and effectiveness in line with contract performance requirements/KPIs
- Conducting monthly reporting and supporting the IPS Operations Manager with quarterly reporting
- Supporting the team to use the Twining-Hestia CRM for service data.
- Working with the other Team Leader to jointly manage the service, including single team meetings, development and action planning and implementation
- Leading internal and external fidelity reviews
- Lead on recruitment and onboarding of new team members under your management including induction and probation processes.

- Support with recruitment and onboarding of new team members under co-lead's management.
- Evaluating job performance and helping staff set goals for improved performance
- Consistent performance management to ensure staff development and contract targets are met.
- Teach and role model essential job skills to employment specialists including building employer relationships through field mentoring
- Jointly coordinate team activities such as employer engagement, employment workshops and monthly service newsletters
- Involving service users and carers in co-production of service developments
- Participation in WWT activities, events, training and meetings
- Represent the organisation at network events and forums
- Work collaboratively with Twining-Hestia and other Leads in the IPS Workwise project.
- Provide cover/ support to clients on occasion where it is beneficial for service operations and outcomes
- Regular senior presence at the borough head office (PRC) and work productively with other service leads at WWT.

What we need from you – your skills:

- Teamworking skills to co-lead a service
- Experienced IPS Employment Specialist
- Employer engagement and role modelling best practice
- Working effectively with families/carers and referral partners
- Experience in consistently meeting project KPI's
- Ability to identify performance issues
- Understanding of IPS line management and staff development
- Application of policies and legislation in relation to employment
- Ability to maintain positive working relationships with commissioners
- Data management and data quality
- Excellent written and verbal communication skills
- Managing change effectively and facilitating innovation
- Strong project management skills including contract monitoring
- Ability to influence change and champion employment

What we need from you – your approach:

Whilst skills and experience are really important, so is your approach to your colleagues, our clients, your work and our community.

In order to really thrive with us, we would expect the following:

- A belief that anyone can succeed in employment with the right support
- Positive mindset with the ability to motivate, engage and inspire
- A great communicator and collaborator – eager to share ideas and learn from others
- Commitment to integrity and excellent service delivery to the client and employers
- Passion and drive to make a difference to people's lives

What you can expect from us:

You are joining a team who strongly believe in making a positive impact to wellbeing and work, who are committed to ensuring a diverse and inclusive offering to our clients and within our own team.

Wellbeing is a key part of our service and we ensure that we practice internally what we deliver externally with a wellbeing programme. We believe that individual development is fundamental to continual growth and although we are only small, we are constantly looking for ways to be curious and learn to develop ourselves and our services. We are open minded and supportive and have fun along the way.

We offer you:

Finally – our job descriptions will never list every duty we may ask of you. We really would appreciate your flexibility to support your team and our clients, and from time to time, you will of course be asked to get involved with areas that are not listed here. We'd always talk to you about that first of course and understand that there are only so many hours in the day.

The job description is not exhaustive.

Person Specification

Team Leader (Co-Lead): Newham IPS WorkWise Team

This employee specification contains the essential and desirable criteria which candidates should possess in order to satisfy the performance requirements for this post.

	Essential	**Desirable**
Qualifications		• Qualification in vocational guidance • Relevant qualification in leadership, management, vocational guidance or employment support
Skills & Abilities	• Ability to motivate, coach and mentor staff, including role modelling employer engagement through field mentoring. • Ability to monitor performance against KPIs, communicate clearly with team members about their performance, identify issues and support improvement. • Strong organisational skills, including prioritising workloads and supporting caseload management. • Excellent written and verbal communication skills, including producing clear and accurate reports.	• Experience of project coordination and contract monitoring. • Experience of using the Twining-Hestia CRM.

	• Good IT skills, including Word, Excel and CRM systems, with the ability to maintain accurate records and support data quality. • Ability to manage change and contribute to service improvement.	
Personal Qualities	• A belief that anyone can succeed in employment with the right support. • A positive and proactive approach, with the ability to motivate and inspire others. • Tact, diplomacy, patience and discretion when dealing with confidential or sensitive matters. • Willingness to share ideas, learn from others and take responsibility for agreed actions. • Ability to remain calm and constructive when managing competing demands. • Commitment to equality, inclusion and high-quality services for clients and employers.	
Knowledge & Experience	• Experience of working as an IPS Employment Specialist, supporting people with mental health conditions to find and sustain employment. • Sound understanding of IPS principles and fidelity standards. • Experience of consistently meeting employment service KPIs. • Experience of building employer relationships and securing employment opportunities. • Understanding of effective IPS supervision, line management and staff development. • Knowledge of barriers to employment and how to provide support based on individual needs and preferences. • Knowledge of relevant employment legislation, including the Equality Act, and the ability to apply organisational policies. • Understanding of confidentiality, data protection and safeguarding responsibilities.	• Experience of supervising or line managing staff, including addressing performance concerns. • Experience of recruitment, induction and probation processes. • Experience of contributing to or leading IPS fidelity reviews. • Experience of involving service users and carers in service development. • Experience of preparing service performance reports and working with commissioners.
Relationships	• Ability to work collaboratively with a fellow Co-Lead, sharing information promptly and taking joint responsibility for service outcomes. • Ability to work effectively as part of a team and on own initiative. • Ability to build positive working relationships with clients, families, carers, employers, clinical teams and referral partners. • Ability to work constructively with partner organisations, other service leads and commissioners. • Ability to address differences professionally and agree practical solutions. • Ability to represent the service confidently and champion employment as part of recovery.	• Experience of developing referral pathways and representing a service at external meetings or networks.