

IPS Operations Manager, Enfield

Job Description

Days:	Monday to Friday
Hours:	35 hours- core hours to be agreed Evening work on occasion
Salary:	The rate of pay for this post is £46,000
Start date:	By negotiation
Reporting to:	Operations Director

If you would like an informal discussion about this role please contact Charlotte Harding by email charlotte@wwtrust.co.uk or calling on 07900 866 205.

Who we are:

Founded in 1992 by a group of mental health professionals, Working Well Trust was established to address the issue of low employment rates for people who have experienced mental health issues. Since starting we have seen advances in the specialist support offered to people seeking employment and a change in cultural attitudes towards mental health.

In the last few years we have adapted this approach to work with people with Autism (ASD), people with learning difficulties, or complex issues including homelessness or addiction.

We focus on four main areas:

Employment Support – offering support that meets the individual’s needs using both the traditional stepped approach and the Individual Placement and Support (IPS) model.

Employer support – enabling the recruitment and retention of their employees.

Social Enterprises – we offer training within social enterprises for people who want to gain a new skill, increase their confidence and be part of a team.

Business and Enterprise support – providing one to one advice to clients who wish to start up or expand an enterprise.

Co-production - Working Well remains committed to the principles of the recovery model and continuously improve its services through co-production.

Overall Role Function:

- Oversight of the Enfield Employment Services ensuring their quality and effectiveness
- Management and supervision of the Team Leads
- Recruitment and training of Team Leads and employment specialists
- Data management and data quality
- Stakeholder relationships and engagement
- KPI and performance management

Key Responsibilities:

- Oversight of all WWT services based in Enfield. These are: Enfield IPS (secondary mental health), Thrive into Work (Primary care), and Work Well (primary care non IPS service)
- Participation in WWT Senior Team meetings and contribution to workforce and organisational planning.
- Line management of three Team Leads, and one Senior Work and Health Coach, including supervisions, training, and development.
- Monthly and quarterly reporting as needed for each service both internally for WWT and externally for commissioning bodies.
- Evaluates job performance and supports each Team Lead to set goals for improved performance of their team
- Creates a culture of continuous improvement within all Enfield services
- Supporting Team Leads with service management, and covering line management of Employment Specialists during annual leave or absences.
- Involves service users in co-production of service developments
- Acts as a liaison for key stakeholder relationships, particularly commissioning bodies such as DWP, ICB, and Local Council
- Communicates regularly with Stakeholders to ensure that services are integrated, to problem-solve programmatic issues, and to serve as a champion for employment
- Represents WWT across networks such as IPS Grow, Employment Hubs and liaising with other employment services in the Barnet Enfield Haringey, Camden & Islington NHS Trust.
- Tracking KPIs, identifying trends and areas of excellence or concern to raise with Team Leads and stakeholders.
- Organise and chair IPS supported employment steering committee that meets two to four times annually to oversee the implementation and sustainability of the IPS programmes.
- Arranges for IPS fidelity reviews to ensure agency is implementing the critical components of evidence-based supported employment. Assists with the development of the IPS fidelity action plan, based on recommendations from the IPS supported employment fidelity review report and steering committee
- Co-ordinating recruitment for any Enfield vacancies, supporting Team Leads with any recruitment in their teams.

This is not an exhaustive list of duties and may change over time.

Person Specification

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none">• Educated to a degree level or equivalent experience• Trained in IPS approach	
Experience	<ul style="list-style-type: none">• Experience of working with people with mental health support needs, or a similar group within health, social services or the voluntary sector• Experience working in employment services• Proven experience of meeting and exceeding outcomes and targets	<ul style="list-style-type: none">• Experience of delivering training• Own personal lived experience of recovery from

	<ul style="list-style-type: none"> • Strong stakeholder engagement experience in an NHS/health setting • Experience of managing multiple tasks at any one time • Experience of staff supervision, management, and performance improvement. • Experience of managing change effectively and facilitating innovation • Previous experience of delivering a service using the IPS model 	<p>mental or physical health difficulties</p> <ul style="list-style-type: none"> • Experience of managing multiple services
Knowledge	<ul style="list-style-type: none"> • Knowledge of policies and legislation in relation to employment • Excellent understanding of the principles and practice of IPS • Able to use IT and tools such as MS Word, PowerPoint and Excel 	
Skills	<ul style="list-style-type: none"> • Strong leadership skills • Excellent motivational and listening skills • Excellent communication skills • Outstanding interpersonal skills and ability to build rapport with a range of people • Team orientated and works collaboratively within a mixed-disciplinary team • Ability to work independently, making decisions and using initiative to develop and promote a service • Strong skill in using Excel for KPI monitoring and analysis 	
Personal Qualities	<ul style="list-style-type: none"> • Non-judgmental and trustworthy • Empathy with the needs of those experiencing mental health problems • Passion and drive to make a positive difference to people's lives • Positive mindset with the ability to motivate, engage and inspire • A belief that anyone can work with the right support • 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 region 	