

Job Description



Job Title: Team Leader (IPSPC) (12 month fixed term)	Service: Community Wealth Building (Our Newham Work
Directorate: Inclusive Economy and Housing)	Job Number: JE Number: 6981
Grade: PO3	Date last updated: September 2023

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Background

Newham Community Wealth Building

Newham has launched its Community Wealth Building strategy, underpinned by the principles of economic, social and environmental justice; so that long-term prosperity, wellbeing and fairness for all our residents in the Borough is achieved.

As well as attracting growth and investment into the borough, the Council's Community Wealth Building (CWB) strategy will help unleash the potential of residents, businesses and the voluntary sector because they are the source of wealth and talent that will drive a fairer and more prosperous Newham.

The CWB strategy will help the Council tackle injustices residents face with an unrelenting focus on poverty in the Borough, as well as addressing racial and gendered disparities.

Our Newham Work

Our Newham Work is Newham Council's employment brokerage service, designed to support local residents into training and employment to enhance economic wellbeing, good health and workplace dignity and to build a network of employers to secure employment opportunities. Our Newham Work is Newham Council's Community Wealth Building hub, providing outreach and access for all residents, linking them to opportunities in a more locally focused, mutually beneficial economy.

As a member of the Our Newham Work team, your role is to support the delivery of the Council's vision to improve the wellbeing of local residents. This is achieved by working in partnership with employers to secure employment opportunities and to work with local residents in a supportive way to facilitate and enable their access to these.

The aspirations of Our Newham Work are to:

- make better use of existing resources and infrastructure to support the personal economic journey of local residents;
- put residents into secure, skilled, well paid careers;
- drive forward the post Covid 19 approach to supporting businesses and self-employed residents;
- improve links between health services and economic opportunity;
- support the health, happiness and wellbeing of residents
- Improve partnership with the voluntary sector to support the Community Wealth Building agenda.
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Overall Purpose of Job

- The Team Leader will manage a team of up to 4 Employment Specialists providing supervision, training, caseload management, and role modelling of the Individual Placement and Support in primary care settings. (IPSPC) approach, as part of the holistic approach that will support residents who have a physical or mental health disability, as defined by the Equality Act 2010.
- The Team Leader will provide a pivotal role in managing a high- quality service that meets IPS fidelity standards and delivers positive outcomes for residents. You will also manage a small caseload of clients who have a mental health disability or physical disability as defined by the Equality Act 2010 to assist them in securing sustainable paid employment in line with their preferences
- To take responsibility for managing and providing strong leadership to the team of Our Newham Work advisors working from a variety of sites or remotely from home.
- To manage the implementation of strategies for targeting hard to reach workless residents in the borough with the aim of increasing local residents access to good quality high-skilled employment opportunities, thereby enhancing workplace dignity, happiness and wellbeing.
- To take a lead role in ensuring that Our Newham Work and other high profile initiatives are well communicated to a range of audiences including beneficiaries and residents, the Mayor & members, LBN staff and external organisations.

Job Context

1. The postholder reports to the Assistant Work Manager.
2. The postholder has line management responsibility for up to 4 staff
3. The postholder may be required to work flexibly across the Our Newham Workservice according to the needs of the service.
4. The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.
5. The postholder may be required to work at another site or from home according to the needs of the service.
6. The postholder may be required to travel to different Newham-based venues to deliver the service and to attend meetings both within and externally to the Borough.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To provide strategic management and leadership within the Our Newham Work service, ensuring the service is responsive to local needs as well as responding to Government and regional opportunities and direction, meeting all Performance Indicators.
2. Effectively manage a high-quality service that adheres to the principles of IPSPC best practice. To work closely with the senior management team to ensure the team is well placed to deliver the Our Newham Work service offer
3. Monitor and manage performance of the IPSPC Employment Specialists – guide them on best practice and achieving individual and team job outcome targets.
4. Create a culture of continuous improvement. To take decisions on all matters delegated to this post, using initiative, discretion and a pragmatic approach to identify and develop solutions to the management of conflict and problem resolution on all matters
5. Identify training needs of staff and arrange appropriate training to support with continuous professional development.
6. Support the design and delivery of in-house staff training and development (including facilitating peer learning and best practice).
7. Involve service users in co-production of service developments where possible.
8. 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.
9. Manage the IPSPC service budget and analysis of service value
10. Produce regular monitoring reports for internal and external stakeholders, including commissioners.
11. Manage a small caseload of between 10-15 clients at any one time. Facilitate feedback opportunities for clients to provide feedback on the service and use this to review and develop the service
12. Identify barriers for service user and liaise with excellent and work with internal and external stakeholders to implement solutions to ensure a high-fidelity service.
13. Provide solution focused monthly supervisions for each employment

- specialist within the team, including caseload management.
14. Guide, mentor and coach the team to deliver on employment engagements/job development strategies.
 15. To work closely with the senior management team to ensure the team is well placed to deliver the Our Newham Work service offer.
 16. To prepare and present weekly management information reports for the senior management team.
 17. To support the completion of monthly and quarterly returns and gather the statistical and performance management information required for efficient management of the projects and audit trail purposes.
 18. To maintain good working relationships with external partners and other relevant organisations and represent Our Newham Work and Inclusive Economy and Housing Division at internal and external meetings.
 19. The post holder is required to ensure that all legal and contractual obligations and deadlines are met. Flexibility and adaptability to a constantly changing work flow is essential
 20. To undertake such other duties which may be required reasonably and within the capability of the post holder including all aspects of health and safety.

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 GPs and social prescribers.

Other:

- Undertake mandatory training as required, including training in the IPS approach
- Actively participate in own continuous professional development
- Implement the organization'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.
- 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.

Stakeholders

Employment Specialists, service managers, local authority commissioners, clinical teams, user groups, training and employment schemes, local colleges, local employers, and partner agencies (e.g. mental health, criminal justice, housing and homelessness).

Personal Specification



Job Title: Team Leader (IPSPC) (12 month fixed term)	Service: Community Wealth Building (Our Newham Work)
Division: (Inclusive Economy and Housing)	Job Number:
Grade: PO3	Date last updated: July 2023 JE Number: 5984

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far, as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately

CRITERIA	METHOD OF ASSESSMENT
1. KNOWLEDGE: 2. Good Understanding of the principles and practice of IPS. 3. Knowledge of disability policies and legislation in relation to employment detailed knowledge and understanding of the barriers to work faced by disadvantaged groups in accessing training and employment and the range of different approaches to address this.	Application Form/Interview/Test Application Form/Interview/Test Interview

<p>4. Knowledge of the variety of agencies working in the field of worklessness, business support and skills development.</p> <p>5. Demonstrate a working knowledge and commitment to diversity and equality in the workplace.</p> <p>6. A good understanding of the business base within Newham and the challenges and opportunities that those businesses encounter.</p>	<p>Application Form/Interview/Test</p>
<p>QUALIFICATIONS: (Essential)</p> <p>Educated to a degree level or equivalent experience</p>	<p>(Desirable)Trained in IPS approach. Level 3 Diploma in Employability services sector qualification. QCF in Advice & Guidance Level 3</p>
<p>EXPERIENCE:</p> <p>1. 2 years' experience of working with people with mental health , or similar group within Health and social services or the voluntary sector</p> <p>2. 2 years' experience working in employment services.</p> <p>3. Proven experience of meeting and exceeding outcomes and targets.</p> <p>4. Experience of delivering training</p> <p>5. Previous experience of delivering a service using the IPS model</p> <p>6. Personal lived experience</p> <p>7. Experience of providing vision and direction to a team so as to gain ownership, commitment and motivation.</p> <p>8. Experience of assisting people into jobs, particularly those who have been out of work for a long period, those who are under-employed and/or have multiple barriers to employment.</p> <p>9. Experience of developing and embedding a strong performance management culture within a team.</p> <p>10. A track record in delivering excellent services within deadlines and to agreed targets.</p> <p>11. A track record of multi-agency and partnership working.</p> <p>12. Experience of line management or supervision of a frontline service team</p>	<p>Application Form/Interview</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Application Form and Interview</p> <p>Application Form/Interview/Test</p> <p>Interview/Test</p> <p>Application</p> <p>Application Form and Interview</p> <p>Application Form and Interview</p>

<p>SKILLS AND ABILITIES:</p> <ol style="list-style-type: none"> 1. Ability to model IPS fidelity principles as part of the delivery. 2. An ability to work effectively on partnership projects across organisational boundaries and to tight deadlines 3. Excellent communications skills, oral and written, including the ability to present complex information and advice clearly, concisely and accurately to a wide range of audiences in a variety of settings. 4. Ability to build rapport and confidence quickly with both colleagues, potential employers and jobseekers. 4. Able to demonstrate strong team and partnership skills. 5. Excellent skills in the use of information technology and ability to ensure that performance standards are effectively monitored and used to drive service improvement. 6. Ability to manage changing workload and conflicting priorities. 	<p>Application Form and Interview</p> <p>Application/ Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview</p> <p>Interview/Test</p> <p>Interview/Test</p> <p>Interview/Test</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ol style="list-style-type: none"> 1. Highly motivated with a genuine belief that someone who has a learning or mental health disability can find and maintain paid employment. 2. Demonstrate a professional approach which generates credibility and confidence amongst Members, Officers, external partners and all other stakeholders. 3. Demonstrate creativity, initiative, diplomacy, resourcefulness and resilience, in a demanding and fast-paced environment. 4. Demonstrates commitment to the achievement of equal opportunities in both employment and service delivery 	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ol style="list-style-type: none"> 1. Able to work flexibly across different Our Newham Work teams and sites with some requirement to workevenings and/or weekends. 2. Able to work remotely at home 3. Willingness to travel within the area 	<p>Application Form and Interview</p> <p>Application Form and Interview</p>

