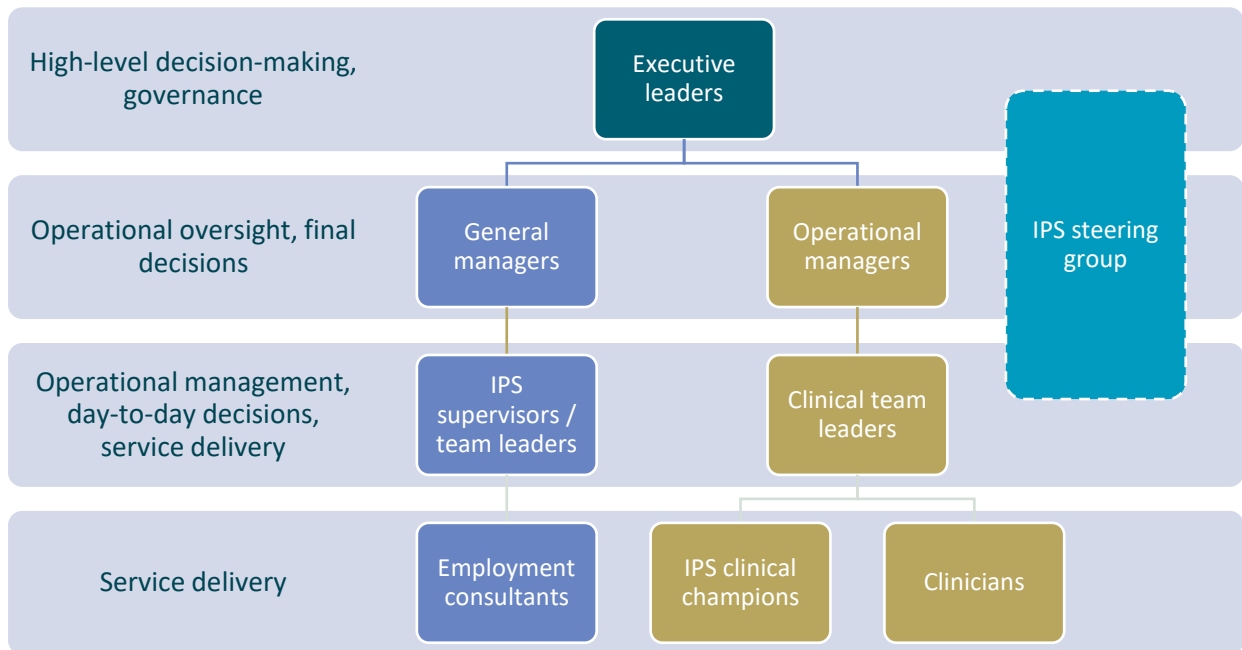


## Guidelines: IPS Team Roles and Responsibilities

### Introduction

Individual Placement and Support (IPS) is an evidence-based practice. Clinical trials have proven the efficacy of this approach, supporting people with lived experience of mental health and addiction to find and sustain paid employment (including education opportunities).

Employment consultants are integrated into clinical teams, and it is important to have a clear understanding of how roles at all levels play a part to ensure the effective implementation and delivery of IPS employment support.



## Executive leaders

- Demonstrate knowledge of IPS principles and practices
- Demonstrate a knowledge of fidelity and review service improvement recommendations for quality assurance
- Attend IPS steering group meetings at least quarterly
- Communicate to different levels of staff how integrated employment services support the mission of mental health and addiction services
- Inform IPS steering group of barriers and enablers, and implement solutions to barriers
- Seek information around the programme and the impact it is having on wider services and social determinants of health
- Review data and programme successes

## Operational managers

- Demonstrate knowledge of IPS principles and practices
- Champion and lead the integration of IPS employment support into clinical teams
- Provide clinical leadership of the IPS employment support programme
- Manage and resolve any programmatic issues that have been escalated
- Utilise service data to strategically allocate resources
- Actively participate in regular IPS steering group meetings
- Support coordination of fidelity self-assessments and fidelity reviews
- Have an oversight of fidelity review findings and support strategies for quality assurance

## General managers

- Demonstrate knowledge of IPS principles and practices
- Demonstrate a knowledge of fidelity
- Manage recruitment of IPS supervisor/team leader and support recruitment of employment consultants
- Support the coordination of regular fidelity reviews
- Assist with the coordination and attend regular IPS steering group meetings
- Negotiate and manage contractual relationship with funder(s)
- Assist IPS supervisors with articulating strategies for IPS development plans
- Monitor strategies and actions to improve service delivery, in alignment to fidelity
- Monitor frequency of supervision, employment team meetings and field mentoring
- Collate, analyse and share employment programme outcome data with relevant stakeholders
- Establish and maintain working relationships with key mental health and addiction staff, management and stakeholders
- Report to CE/executive management on outcomes, operational highlights, and risks

## Clinical team leaders

- Demonstrate knowledge of IPS principles and practices
- Identify and support the selection of an IPS clinical champion within the clinical team
- Communicate key messages around employment and recovery at every opportunity
- Collaborate with the IPS supervisor / IPS team leader and remain engaged in programme delivery and progress
- Raise programmatic issues and address concerns proactively
- Celebrate success with the clinical team when jobs have been secured/milestones achieved
- Facilitate conversations in MDT around coordinating health and employment interventions to get or retain jobs
- Address exclusion of people from the programme with team members
- Encourage appropriate referrals to the IPS employment support programme
- Ensure written displays, posters and brochures are displayed in common waiting areas
- Support people to share their work experiences with the clinical team and other clients of the service at least twice yearly
- Measure rate of competitive employment of all service users quarterly and share outcomes with senior executive and clinical staff
- Actively assist with coordinating and participating in fidelity self-assessments and fidelity reviews
- Action recommendations from fidelity self-assessments and fidelity reviews

## IPS clinical champions

- Give employment consultants a tour of the mental health and addiction services
- Provide a contact list of all the clinicians in the team
- Introduce employment consultants to different members of the team and explain their role
- Help employment consultants with understanding the language used in mental health and addiction settings
- Welcome employment consultants to participate in mental health and addiction treatment team meetings
- Actively encourage and invite clinical peers to have employment conversations during care and treatment appointments
- Actively encourage and invite clinical peers to refer people to the IPS employment support programme (regardless of barriers, diagnosis etc.)
- Share good news stories about people who have been successful in getting an interview, getting a job or keeping a job etc.
- Ensure employment consultants are invited to social functions so that they feel part of the team
- Support the coordination of fidelity self-assessments and fidelity reviews

## IPS supervisors / team leaders

- Demonstrate knowledge of the IPS principles and practices
- Demonstrate a knowledge of fidelity
- Provide oversight of employment support programme by overseeing integrated services and problem-solving
- Assist with recruitment of IPS employment consultants
- Provide orientation and training for employment consultants
- Conduct weekly IPS guided supervision – keep records
- Facilitate employment team meetings – keep records
- Undertake monthly field mentoring with employment consultants by observing and giving feedback on skills – keep records
- Meet and communicate with mental health and addiction treatment team leaders
- Attend mental health and addiction treatment team meetings quarterly
- Attend IPS steering group meetings by request
- Review employment programme outcomes with employment team
- Set targets and goals at least quarterly to improve programme performance – keep records
- Aim to conduct an IPS fidelity self-assessment alongside mental health and addiction team leaders and employment consultants six months prior to a fidelity review
- Coordinate and actively participate in fidelity review activities
- Action recommendations from fidelity self-assessments and fidelity reviews
- Contribute to general manager reporting of outcomes, operational highlights and risks

## Clinicians

- Welcome and work with the employment consultant as a member of the team
- Discuss employment status and employment aspirations with people on caseload early in their care and treatment, and help them to think about the possible advantages of working
- Introduce people and make referrals to the employment consultant integrated in the team
- Share information in treatment team meetings such as a change in medication, a job lead, any contributions to an employment or in-work support plan, etc.
- Continue to provide clinical support throughout the person's employment journey, including once the person is working
- Assist with engagement and assertive outreach should a person disengage from services

## Employment consultants

- Demonstrate a working knowledge of the eight practice principles
- Demonstrate a knowledge of fidelity and participate in fidelity self-assessments and fidelity reviews
- Guide intake activities with newly referred tāngata whai mahi (job seekers)
- Facilitate initial meeting and guide person through privacy and consent process
- Conduct employment assessment over several appointments (identify strengths, experience, skills, and work preferences) – update assessment when necessary
- Update clinical records on employment activity and progress
- Facilitate employment planning with tāngata whai mahi and clinicians
- Document employment plan and share with consented contacts providing support to the plan
- Provide benefits counselling/work incentives planning: Work and Income calculations, obligations, reporting income, and entitlement to supplements and allowances
- Guide disclosure discussions and managing personal information; gain consent to connect with tāngata whai mahi supports and whānau (family) of choice
- Provide support with developing CV, cover letters and job applications
- Provide interview preparation
- Connect job seekers to community supports such as “Dress for Success” or driver licensing
- Facilitate first face-to-face employer contacts about competitive jobs within 30 days of someone entering the IPS employment support programme
- Ensure six face-to-face employer contacts per week (recorded in a log) that aim to build relationships with employers and match the preferences of the tāngata whai mahi
- Provide employment services in the community such as appointments, job search and follow-along support
- Provide follow-along support once someone is placed in employment; develop, and document an In-work Support Plan (supports can be provided by a variety of people including clinicians, family, friends, and co-workers)
- Have face-to-face contact with the person one week before starting a job, within three days after starting a job and weekly appointments for the first month they are in work
- Assist with on-the-job training and career development
- Contact person within three days of learning about a job loss
- Coordinate shared appointments with clinicians if tangata whai mahi contact is lost. Make systematic outreach attempts (home or community visits or connecting with family/consented contacts)
- Guide exit from services; coordinate an appointment and ensure person has a copy of their most recent CV and understand how they can re-REFER to services should they need support in the future