# SERVICE SPECIFICATIONS TEMPLATE

# INDIVIDUAL PLACEMENT AND SUPPORT (IPS)

# EMPLOYMENT SUPPORT PROGRAMME

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**INDIVIDUAL PLACEMENT AND SUPPORT EMPLOYMENT SUPPORT PROGRAMME**

**SERVICE SPECIFICATIONS**

### Introduction

This document specifies the quality and standards of the IPS employment support programme delivered by <Name of mental health and employment providers>. The standards set out in this document are the minimum requirements and adhere to the Individual Placement and Support approach (IPS).

In line with the eight practice principles of IPS, employment consultants work within a mental health and/or addiction team and employment become a part of a person’s treatment plan. The aim of this service is to support people with mental health and addiction support needs to find and stay in work.

### Principles of the Service

All individuals using this service have the right to individually tailored support to obtain and/or keep employment (or develop self-employment) that matches their preferences, their strengths, and their needs.

The service will be underpinned by the philosophies of recovery and social inclusion.

The service will work in partnership with agencies and groups in the locality to expand opportunities for people experiencing mental health and addiction, encouraging them to achieve their full potential and supporting individuals to gain sustainable employment.

The service will be delivered in accordance with the core practice principles of the evidence-based Individual Placement and Support (IPS) approach; programme focus on competitive employment; eligibility based on the client’s desire to work without exclusions due to client characteristics such as diagnoses, substance use, history and legal system involvement; integration of rehabilitation and mental health and addiction services; priority on client preferences; personalised benefits counselling; rapid job search; job development; and time unlimited and individualised follow-along support.

The service will respond to an individual’s preference and strengths and encourage people to be active in planning their own job search activities and work placements.

The service will be provided to everyone who needs it, regardless of, but responsive to, ethnicity, gender, sexual orientation, religion, history, level of disability or diagnosis.

### Service Objectives

* To enable people to achieve and sustain their employment goals, in a supportive and empowering environment.
* To support individuals to gain and retain quality, sustainable employment.
* To provide careers advice and accurate benefits information to enable people to make informed decisions about taking up employment.
* To challenge low expectations about, and raise awareness of, the employability of people who have experienced mental health and addictions.
* To act as one of the key links between mental health, addiction, and employment providers.
* To work as an integral member of the mental health and addiction teams.
* To utilise local resources, employment agencies, Work and Income, Citizens Advice Bureau and Chamber of Commerce.

### Service Outcomes

* Increased numbers of people with mental health and addictions finding paid employment or self-employment.
* Increased number of people with mental health and addictions retaining employment.
* A named employment consultant(s) closely integrated into each mental health team. This involves co-locating with the team; a dedicated caseload for that team, attending mental health treatment team meetings, and being involved in decision-making.
* Increased numbers of individuals receiving services from clinical teams moving towards employment.
* Improved awareness of the employability of people with mental health and addictions within all mental health and addictions community teams.

### Key Elements of Service Delivery

Referrals and Information

* Referrals shall be from <source of referrals here, name mental health teams>.
* Referrals shall provide written information giving personal, health and employment related details.
* While assessment for suitability by mental health professionals is necessary, the main eligibility criterion for admission to the service should be the expressed wish of the individual to attain a paid job. Diagnosis and severity of condition are poor predictors of vocational success, and these should not be used as admission criteria.
* The service will be open to people with mental health and addiction support needs of working age <insert age band here>.
* Employment consultants will acknowledge receipt of referral within <enter number of days here> days.
* The employment consultant will contact the person interested in work within <number of days here> days to introduce themselves and book an initial meeting.
* The person referred to the programme will be advised of date, time, and place of the initial meeting. A support person may attend.

Physical Environment

* The service will operate delivering employment support to individuals in settings that they find accessible, convenient, and comfortable.
* Employment consultants will be peripatetic, meeting service users in libraries, drop-ins, workplaces, cafes, or any other venues the person finds suitable.
* The service will operate within safe and risk management working guidelines.

Privacy

Services will safeguard service users’ privacy in line with <insert relevant legislation here>.

Privacy will include people having control over who has access to personal information held about them and being able to discuss their needs in confidence and in privacy. Policies and procedures should reflect the need to support an individual’s privacy.

Safety, Risk and Absence

<Name of mental health and employment providers> will ensure that they recognise the person’s right to take risks to extend opportunities and in doing so ensure that they are given support to help them understand the implications of any risk taking.

Any absence which is giving cause for concern must be reported to the IPS supervisor and clinical coordinator/team manager.

The Process of Service Delivery

IPS services shall be delivered to people between the hours of <9.00am and 5.00pm> Monday to Friday, or outside of these times with the consent of the person.

The IPS employment consultants shall be integrated within <name teams here> located at <add address here>.

<Name of employment provider> will ensure that the services are delivered in a skilled and professional manner and will ensure that any person(s) involved in providing the services has the requisite training, skills, and experience to provide the services in an appropriate manner.

In addition:

* Users of the service can choose the types, pace, and direction of employment support they receive.
* Every individual will have an assigned employment consultant as the key point of contact throughout the job planning, job search and continuing in-work support.
* Everyone will receive as much support as necessary to achieve their employment goals; including on-going support once employment is gained.
* Everyone will be supported to undertake a Return to Work Assessment or Career Profile of their strengths, skills, past education and training, aspirations and support needs.
* Time-limited work experience will only be made available where needed as part of an individual’s return to work plan.
* There will be rapid job search for competitive employment in integrated work settings. Contacts will be made with potential employers within 30 days of programme entry.
* Ongoing, time-unlimited and flexible supports appropriate to the individual will be available.
* Timely, accurate and up-to-date benefits advice and guidance will be available.
* The service will provide access to the full range of employment opportunities - full time, part-time, self-employment, permanent and fixed term.
* There will be close and integrated working with relevant clinical teams to ensure common purpose and continuity of care. Employment consultants will be physically co-located within the mental health and or addictions team, have a dedicated caseload of clients from that team, attend mental health treatment team meetings, and be involved in decision-making.
* The service will work closely with Work and Income and other relevant service providers.
* Employment consultants will work as part of an employment team and receive on-going training, field mentoring, and supervision tailored to this specialist area of work.

### Partnership

The service will be delivered in a partnership approach with <Name of employment provider> and <Name of mental health/addiction service> to provide a high quality of service to its users.

### Staffing

All employment staff should have experience of and/or training in:

* The IPS approach
* Health and Safety legislation
* Employment Legislation
* In-work benefits
* Working with employers, i.e., techniques for approaching employers, raising awareness of mental health.

Training should be offered on an annual basis to all staff and on an ad hoc basis to cover changes in employment law, benefits etc which might impact on people using the service.

All employment staff should have regular meetings with the clinical coordinator and any other team members involved in the individual’s care where appropriate. Employment staff should have input into the care and treatment approach, assessments, and reviews, as appropriate.

### Key performance indicators in alignment to IPS fidelity

The employment consultant will work with 20 or fewer clients.

The employment consultant will provide employment services only.

The employment consultant will carry out all phases of employment services such as intake, engagement, assessment, job development, job placement, job coaching and follow-along supports.

Employment consultants will be attached to no more than two mental health and addiction treatment teams upon which the percentage of their caseload will comprise.

Employment consultants will attend and participate actively in weekly treatment team meetings. They will document notes in client records and be in close proximity to their mental health treatment team members. Employment consultants will help teams think about employment for people who have not yet been referred to the programme.

Employment consultants will engage with Work and Income staff and schedule regular monthly meetings and client-related contacts.

Employment consultants will form part of an employment team and meet weekly for client-based supervision where strategies are identified, and job leads are shared.

Employment consultant’s will provide coverage for each other’s caseloads when required.

IPS supervisor will supervise no more than 10 staff and will conduct weekly supervision. They will communicate with mental health treatment team leaders to ensure that services are integrated, to problem solve and be a champion of employment.

IPS supervisor will attend mental health treatment team meetings on a quarterly basis.

IPS supervisor will provide monthly field mentoring for employment consultants monthly or quarterly for employment consultants competent in job development.

IPS supervisor will review current client outcomes and set goals to improve programme performance at least quarterly.

All people interested in working will have access to the IPS employment support programme. Mental health professionals will encourage people to consider employment.

Employment consultants will help with another job when one has ended, regardless of circumstances.

The mental health and addiction agency will promote competitive work through multiple strategies. Intake will include questions about employment, written displays about the IPS employment support programme will be in client waiting areas and the agency will support ways for clients to share work stories with clients and staff.

Agency executive team members will assist with employment support implementation and sustainability. They will review data and programme outcomes.

Employment consultants will offer work incentives planning (benefits counselling) or direct clients to a service that can assist them to make decisions about changes in work hours and pay.

Disclosure: Employment consultants will provide clients with accurate information and assist with what is revealed to the employer about having mental health or addictions.

Employment consultants will conduct comprehensive assessments/profiles.

Employment consultants will follow rapid job search and aim to have first employer contact within 30 days of the initial appointment. Employer contacts will be based on jobs which reflect client choice and preference.

Each consultant will make at least 6 face-to-face employer contacts per week, this includes multiple visits to the same employer. Contacts will be to build relationships with a diverse range of employers.

Employment consultants will provide competitive job options.

Once a job is secured, the employment consultant will provide different types of follow-along support.

Services will be offered in community-based settings such as job search and follow-along supports.

If for any reason an individual disengages from the programme, multiple strategies to re-engage the person will be undertaken prior to exiting them from employment support services.

### Review and Evaluation

<Name of mental health and employment provider> will undertake a IPS fidelity Self-Assessment, an accompanying report will identify recommendations for service improvement.

<Name of mental health and employment provider> will participate in a fidelity review which will:

* Assess the degree to which the service adheres to the IPS practices and principles.
* Determine if the intervention is being implemented with good fidelity to IPS principles using the Supported Employment Fidelity Scale (IPS-25), and if not, what changes need to be made to ensure a full intervention that is likely to be effective.
* Determine the acceptability of the intervention to participants, including cultural appropriateness.

Fidelity will be assessed using relevant IPS Fidelity Scale, which is divided into three sections, including staffing, organisation, and services. Data collection procedures will include:

* Team meeting observations
* Individual and group interviews
* Observing employment consultants undertaking job development activities in the local community
* Client record reviews.

Disclaimer: This document has been developed using the IPS service specification for Gloucestershire found at <https://www.centreformentalhealth.org.uk/1-setting-ips-service>