

IPS INFRASTRUCTURE: Expert Implementation Manager (EIM)

Seeking Expressions of Interest for up to 7 posts

Roles based around England and will require significant regional travel and some national travel.

We are seeking expressions of interest for up to seven Expert Implementation Managers (EIMs) to provide hands-on operational support and guidance to mental health and employment services across England.

The EIMs will work as part of a national programme, backed by NHS England, to enable the effective scale-up of Individual Placement and Support (IPS), an evidence based supported employment service based in mental health teams.

NHS England is expected to announce its chosen provider for the programme in late 2018. If Social Finance is successful, we would look to make formal offers after contract award. The roles will be linked to the duration of the contract, currently expected to complete in March 2020. They are expected to be distributed across different regions of England. Exact locations will be finalised after contract award and may be subject to change during the programme in response to project need. We are open to full-time or part-time roles as well as secondments from other organisations.

The ideal candidates for this role will have experience working in IPS teams, ideally both as an employment specialist and supervisor or team leader. They will have extensive operational delivery experience of working in partnership to establish and then deliver high quality employment services, ideally with high fidelity to the IPS model. The ideal candidates will have experience in undertaking IPS fidelity audits, building action plans, and creating cultures and communities of learning and continuous improvement. They will have managed virtual teams. They will be experienced in reporting to senior staff, Boards and/or commissioners, as well as able to offer field mentoring support to Employment Specialists in the field. They will have experience working closely with NHS, Local Authority, and other stakeholders at operational and senior levels. Ideally, they have worked on large rapid mobilisation projects.

They will be passionate about changing people's lives for the better but with a strong business sense and operational delivery focus. They will have excellent influencing skills and be comfortable with ambiguity and independent and remote working. They will thrive in a fast-changing environment with many and diverse stakeholders.

We believe this role has huge potential to support the scale-up of IPS across the UK and enable many more people with serious mental health problems to enter paid employment.

About Social Finance

Social Finance is a not for profit organisation working in partnership with government, funders and the social sector to achieve sustainable social impact at scale. We are a leading social investment intermediary and a centre of innovation in addressing social issues in the UK and beyond. We have grown from 2 to 80 people in London over the past 11 years. We have sister organisations in the US, Israel, India and the Netherlands.



Social Finance develops sustainable models to drive social change for issues such as homelessness, unemployment, mental health, learning difficulties, education, health challenges and vulnerable children. Internationally, we design results-based models for issues such as maternal and neonatal health, education, employment and essential household services delivery.

Since we started 11 years ago, our innovations, including the Social Impact Bond, have mobilised over £500m for social change.

More information can be found on our website www.socialfinance.org.uk

Over the past four years, Social Finance has played an important role in growing high-quality models to support people with health issues into paid employment. Working with others, our Health and Employment Partnerships team has designed, launched and continues to manage the world's first social investment-backed programme to help people with mental health issues into work, using the IPS model; supported the West Midlands Combined Authority (WMCA) to design, mobilise and manage one of the largest trials of IPS globally to test whether the model can be applied in primary and community care settings; and led a consortium of IPS experts to deliver a suite of tools and guidance documents to support commissioners and providers of IPS services, available at www.ipsgrow.org.uk

The goal of our Health and Employment Partnerships team is to grow models of high-quality support to help people with health issues and disabilities into paid employment.

About the IPS Infrastructure Programme

NHS England has committed to doubling access to Individual Placement and Support (IPS) for people with severe mental health problems by 2020/21. To support services to mobilise quickly, deliver high fidelity IPS, and achieve strong employment outcomes, they have decided to commission an IPS infrastructure support programme.

The programme will aim to ensure that commissioners, mental health trusts and IPS providers have access to strategic and practical technical support to develop and deliver high fidelity services. This will include:

- Hands-on operational and local support, delivered through a network of EIMs;
- Workforce development support, including assisting to develop free-to-use training materials and targeted recruitment support for providers; and
- Tools to support effective monitoring and reporting of outcomes, including a prototype case management system.

IPS Infrastructure Expert Implementation Manager (EIM)

The EIM will be responsible for providing targeted, hands-on operational support to IPS services in their region to enable them to achieve high fidelity and increased outcomes; developing a sustainable regional learning community, building on existing local assets and expertise; and acting as a link between the IPS Infrastructure central team and local IPS services, NHS staff, commissioners, and other stakeholders. They will be accountable to the National Programme Manager.

The key requirements of the role are to:



- Work as part of a national team to support the delivery of the NHS England contract requirements and Key Performance Indicators in your area, with the objective of increasing paid employment outcomes among people with severe mental illness;
- Deliver in your local areas from the project plan to specified milestones;
- Provide leadership on IPS in the local area to NHS teams, commissioners, partner organisations, and other stakeholders;
- Provide strategic and practical technical support in your region to develop high fidelity IPS services, including conducting targeted training, team leader and employment specialist coaching and field mentoring, and engagement with senior leadership at NHS Trust, Local Authority, CCG, or STP level;
- Conduct IPS fidelity reviews on services and support them to develop improvement plans;
- Assess the quality of data collection systems in place among IPS services and support improved data collection and reporting, including through tools developed by the IPS Infrastructure central team;
- Assist in the creation of an IPS learning collaboratives in your region, to ensure performance data, resources and learning are shared effectively;
- Conduct a dynamic needs assessment in your region, identifying gaps and putting together creative packages of support to address them;
- Work with the programme's National Lead and other EIMs to help create a workforce development programme to support recruitment and training of staff;
- Assist in developing and then implementing tools for effective reporting and monitoring of performance in your region, including a web-based benchmarking tool and a prototype case management system;
- Apply the principles of co-production to all aspects of the programme, involving frontline staff and people who have accessed IPS services wherever possible; and
- Engage with IPS experts and other stakeholders in the UK and internationally to quality assure programme outputs and bring the best and most up-to-date understanding of "what works" to programme delivery;
- Work with the programme evaluator to ensure they have the information and access to stakeholders they need to complete their evaluation;
- Report against programme KPIs to the National Programme Manager;
- Be an ambassador for Social Finance and for the IPS model at meetings, events, and conferences.

The roles will be distributed around England. Exact locations will be finalised after contract award and may be subject to change during the programme in response to project need. Locations may be able to be flexed according to individual preferences although extensive regional travel and some national travel is likely. The locations are likely to broadly mirror NHS England regions, which are:

- North East and Yorkshire;
- North West;
- Midlands;
- East of England;
- London
- South West;
- South East.



What we're looking for

You might come from a private, public, or social sector background - ideally, you have spent time in more than one sector. No specific sector experience is necessary, though practical delivery experience and knowledge of IPS and quality assurance is highly desirable.

We will look to see:

- **Shared values:** Though sector-specific experience is not required, we have a passionate belief that helping people to achieve appropriate employment can transform their lives. We hope you will share this, as well as our other core values;
- **Ability to deliver tangible results in an IPS service environment.** You should have experience working in an IPS service and demonstrated an ability to drive tangible improvements in operational outcomes. You should have a deep understanding of the IPS model and how it applies in practice. You should be familiar with the IPS evidence base and be able to talk convincingly about the benefits of IPS to different types of stakeholder. You should have a deep understanding of the challenges of implementing IPS in practice and a track record of implementing successful strategies to overcome them; this will include modeling the practice with staff by offering field mentoring, training and coaching.
- **Ability to build relationships and influence stakeholders.** EIMs will not directly manage services. They will only succeed, therefore, through the strength of their relationships with IPS providers, NHS Trusts, commissioners, and other local stakeholders. You will need to show that you have built outstanding relationships with a range of different individuals and organisations, including clinical staff, local commissioners, and strategic partners from the third sector, and that these have led to social impact and/or operational success;
- **Managerial and leadership experience.** You will have experience managing teams and projects to successful delivery. You will ideally have managed mixed-tenure, mixed-skill and virtual teams. You will also be able to show impressive leadership in your work or outside interests, whether by driving new initiatives or delivering positive change in a difficult environment;
- **Ability to work independently in a virtual team.** You will be able to demonstrate an ability to deliver results working with limited supervision, ideally in a remote working / virtual team environment. You will have strong communication skills and an ability to use a range of standard tools (such as Skype, Microsoft Sharepoint, Slack) to support virtual team working;
- **Ability to think creatively and strategically.** You will be one of seven key people responsible for the success of the project. You will need to demonstrate a strong grasp of operational and strategic challenges, develop creative and innovative solutions within your region, and implement them with speed and skill. You will take a structured approach to solving problems and will have a high tolerance for ambiguity;
- **7+ years of work experience,** though we won't rule out applicants based on years of work alone.



Compensation and benefits

Our salaries are regularly benchmarked against comparable roles in the social sector and are competitive. Entry point into the Social Finance pay bands will be assessed against candidate experience. Salaries are reviewed annually, both individually and corporately.

Social Finance invests in its staff in a range of ways, including internal and external training, office development days, modern ICT, and a focus on apprenticeship and personal development with regular coaching and project-level and line manager-level appraisals.

Expression of interest process

Interested candidates should send a CV and covering letter to:

healthandemployment@socialfinance.org.uk

All applicants should state whether they have right to work in the UK or whether a visa is required. Furthermore, please outline the length of your notice period or whether you can start immediately should we be successful in gaining the funding.

Closing date for your expression of interest: 6 January 2019.

Interviews expected to take place in early January.