

DIRECTOR OF EMPLOYMENT SERVICES

To lead our thriving mental health programmes and help transform London's mental health landscape.

We are a dynamic mental health charity on a mission to support Londoners facing mental health challenges to harness good employment as part of their mental health recovery journey. We have been successfully changing lives for almost 30 years by applying innovative evidence-based approaches to employment support. As we continue to grow and secure key contracts, we are looking for a strategic and visionary leader to take on the pivotal role of Director of Employment Services.

Your potential impact on London's mental health landscape will be huge; especially at a time when the support needs for people with mental health problems are high and on the political agenda.

We believe this is one of the premier roles in the London mental health and employment sector.

Your role will be to:

- Strategically grow and enhance our employment support services, nurturing a culture of innovation whilst ensuring operational excellence and continuous improvement.
- Drive strong performance in meeting commissioner-led targets and exceeding expectations.
- Lead a wider team of 80+ dedicated staff across multiple sites to achieve stellar outcomes.
- Build partnerships with health providers, employers and commissioners to broaden reach and impact.
- Promote our impact externally to drive recognition and maintain our outstanding reputation.
- Implement robust governance, quality assurance (e.g. IPS) and safeguarding measures.
- Monitor budgets and identify efficiencies.
- Recruit, develop and get the best from your people whilst maintaining a culture of positivity and teamwork.

THE OFFER

In return, we offer a friendly and supportive working environment, flexible working, career development opportunities, a comprehensive training and induction programme, a generous holiday entitlement and competitive financial rewards. We also practice what we preach in terms of creating a positive working culture to support our own employee's wellbeing.

Responsible to: Chief Executive

Salary: £55,000 - £65,000 (depending on experience)

Location: Aldgate and outreach London

Full-time, 39 hours

KEY RESPONSIBILITIES

- Lead a large staff team across London to achieve and exceed programme performance targets and operational standards.
- Oversee core services including IPS in Primary Care, IPS in SMI and Employment Advisors in Talking Therapies, ensuring all contractual obligations are met.
- Line management of currently 4 Service Leads.
- Champion a person-centered, outcomes-focused culture of excellence and innovation.
- Ensure services meet quality assurance standards including high IPS fidelity.
- Monitor and evaluate team/individual performance, taking action to address issues.
- Develop and maintain strategic partnerships and relationships with commissioners, health providers, employers.
- Contribute to the delivery of Twining and Hestia's strategic plans, by working in partnership with other departments and directorates, external organisations, and commissioners.
- Proactively scan the environment for gaps and opportunities to create new interventions to underpin recovery through employment for people experiencing complex needs.
- Collaborate closely with Business Development in tendering for new services and in the retention of existing services.
- Achieve results within agreed budgets and identify efficiencies.
- Prepare and distribute reports as required.
- Promote Twining's employment services and successes through effective internal and external communications.
- Recruit, train, develop and performance manage high caliber staff.
- Ensure compliance with health and safety responsibilities, legislation, regulations and policies.
- Work flexibly within the Senior Leadership Team and maintain professional knowledge and development.
- Perform other duties as required.

PERSON SPECIFICATION

Essential (E), Desirable (D)

Knowledge and Experience

- Knowledge of employment services and mental health systems. (E)
- Proven experience managing complex mental health and/or employment programmes. (E)
- 7+ years' experience leading and managing services in the mental health or employment sector (E)
- Recruitment, training, development experience. (E)
- Track record in successful people management and supervision (E)
- Experience of ensuring effective safeguarding in operations (E)

Skills and Abilities

- Strong project management and planning skills (E)
- Identifies and manages risks appropriately (E)
- Embraces technology to improve effectiveness (E)
- Responds positively to changing priorities (E)
- Budget management and financial skills (E)
- Inspires, motivates, and guides team towards excellence (E)
- Skilled coach and developer of others (E)
- Facilitates productive teamwork and collaboration (E)
- Confident public speaker and presenter (E)
- Strong report writing and marketing skills (E)
- Persuasive influencer and negotiator (E)
- Analyses data, identifies insights and trends (E)
- Demonstrates initiative and resourcefulness (E)
- Sets high standards and meets deadlines (E)

Qualifications

- Relevant degree/professional qualification (D)
- Member of appropriate professional body (D)
- Experience of leading a large IPS (Individual Placement & Support) operation (D)

Attributes

- Passionate commitment to Twining's mission, vision, values (E)
- Dedication to promoting mental health and meaningful employment (E)
- Champions equality, diversity and inclusion (E)

TO APPLY

If you share our passion for mental health and have the drive and desire to make a real difference to Londoner's lives in one of the capital's most impactful mental health employment support providers, we want to hear from you!

Please email jobs@twiningenterprise.org.uk with:

- an up-to-date and tailored copy of your CV.
- a covering letter detailing how you meet the needs of the role. Where possible, please provide clear examples to demonstrate your experience. We will not accept generic cover letters.

The deadline for applications is: 5pm Monday 27th May 2024

For an informal discussion about the role, please contact n.perry@twiningenterprise.org.uk to arrange a call with our CEO, Oliver Jacobs

This job description is subject to change depending on the needs of the service.