

Role Profile

IPS Employment Specialist

Job Title:	IPS Employment Specialist
Department:	Public Health & Substance Use (PHSU)
Grade:	3
Effective Date:	July 2026

About the role

Role Purpose

To support people in structured treatment for drug and/ or alcohol use to assist them in achieving sustainable paid work, training or volunteering.

Accountabilities

People

- Build and maintain effective, compassionate and non-judgemental therapeutic relationships with individuals.
- Provide high quality case management to a caseload of people who require support by delivering high-quality, evidence-based employment support in line with the IPS model.
- Build positive, professional and strengths-based relationships with people accessing the service.
- Complete person-centred assessments and develop individual employment action plans.
- Support individuals to identify career goals, skills, strengths and employment aspirations.
- Deliver tailored interventions including job search support, CV development, interview preparation, confidence building and workplace adjustments.
- Engage and work collaboratively with families, carers, employers and external partners where appropriate.
- Promote equality, diversity and inclusion, ensuring all individuals have equitable access to opportunities.
- Maintain professional boundaries and demonstrate organisational values in all interactions.
- Contribute to a positive team culture through collaboration, communication and shared learning.
- Build own capability through completing training relevant to role and keep up to date including any professional registrations and CPD improve practice.
- Actively engage in your own supervision, Ongoing Performance Review (OPR) and Personal Development Planning Process.

Quality, Governance & Risk

- Ensure all support is delivered in accordance with the IPS model and organisational policies, procedures and contractual requirements.
- Maintain accurate, timely and person-centred records.

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- Identify and manage risks relating to individuals, employment placements and service delivery.
- Safeguard vulnerable adults and escalate concerns in line with safeguarding procedures.
- Participate in audits, quality assurance activities and service reviews.
- Ensure compliance with health and safety, information governance, GDPR and confidentiality requirements.
- Report incidents, near misses and concerns promptly and appropriately.
- Maintain professional boundaries and adhere to organisational policies and procedures.

Finance & Commerciality

- Deliver services efficiently and effectively within agreed resource parameters.
- Maximise achievement of performance and outcome targets that contribute to contract sustainability.
- Support individuals to access funding, benefits advice and employment-related financial support where available.
- Ensure accurate completion of documentation required for funding and outcome claims.
- Demonstrate value for money through effective use of resources and time management.

Growth & Contract Management

- Deliver services in line with contractual requirements ensuring meeting set objectives and achievement of key performance indicators relevant to your role.
- Promote the service within local communities and partner organisations.
- Develop positive relationships with employers to increase employment opportunities.
- Identify opportunities for service improvement and share best practice.
- Contribute to recruitment, engagement and retention of participants through effective outreach activities.
- Support the delivery of organisational growth objectives through excellent service delivery and stakeholder relationships.

Data, Digital & Technology

- Maintain accurate, timely and high-quality case records using case management systems.
- Ensure all interventions, assessments and outcomes are recorded in line with organisational standards.
- Use data to inform care planning, risk management and service delivery.
- Support reporting requirements and contribute to performance monitoring.
- Maintain confidentiality and comply with data protection legislation.
- Use digital tools to support engagement, communication and service delivery where appropriate.
- Engage with digital and system developments to improve service efficiency and quality.

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Key Relationships

- Who does the role report to: Senior IPS Employment Specialist / Team Leader
- Which roles report to this position: N/A
- Key internal relationships: Operational Management, Clinical colleagues, team members, Turning Point colleagues, Peer Mentors and people we support.
- Key external relationships: Training & Employment schemes, local employers and colleges and partner agencies.

About you

Personal Attributes

- Demonstrate a positive attitude to your work.
- You will enjoy helping others and supporting individuals to achieve their goals.
- Being a great team member and working collaboratively will be something you enjoy.
- Maintain a high-level belief in our service user's capacity to change and model a non-judgemental approach.
- Reflective practice, learning and effective team work.
- Maintain professional boundaries and present a professional image at all times.
- Treat everyone with respect and promote individuals' equality, diversity and rights.
- Be inclusive and create psychological safety within and across team(s).
- Support the Health & Wellbeing of self, other colleagues and people we support.
- Be open to new ideas or new ways of work.

Essential Skill and Experience

- Experience of delivering employment support.
- Ability to confidently approach employers, build relationships and promote inclusive recruitment.
- Experience working in substance use, mental health or related support services.
- Strong communication skills (verbal and written).
- Ability to use appropriate methods, systems and tools to organise tasks, manage workload and meet agreed deadlines
- Ability to work to performance targets and maintain accurate data.
- Understanding of the barriers faced by people using substances.
- Confident use of IT systems.

Desirable

- Level 3 Diploma in Employability Services Sector Qualification
- Previous experience of delivering a service using the IPS model.
- Familiarity with local labour market

Our Vision and Values

For all colleagues at Turning Point, a key accountability is working to help us achieve our vision of constantly finding ways to support more people to discover new possibilities in their lives. The quality of our services means everything to us. The people we work with inspire us and in turn we look for new ways to inspire change. We owe it to the people we work with to grow and shape the future, because we believe in what we do.

Our values are central to the way that we work, behave and operate as we work towards achieving our vision

Our Values

Our values are what sets us apart and will continue to enable us to deliver our vision.



We believe that everyone has the potential to grow, learn and make choices



We treat each other and those we support as individuals however difficult and challenging



We all communicate in an authentic and confident way that blends support and challenge



We deliver better outcomes by encouraging ideas and new thinking



We are here to embrace change even when it is complex and uncomfortable



We commit to building a strong and financially viable Turning Point together