

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service name	Dorset Work Matters (DWM) - Individual Placement Support Service (IPS)
Service specification number	QVV/0294
Population and/or geography to be served	<p>Anyone age 18+ who has a serious mental illness who is open to Community Mental Health Services in Dorset</p> <p>The service will not see people who do not wish to be in paid employment. All Service Users must be under the care of a local CMHT. Rehab or EIP service</p>
Service aims and desired outcomes	<p>The IPS Model is based on eight principles and offers intensive, individually tailored support including benefits counselling to help all people who want to work; choose, find, and secure competitive employment in line with personal preferences.</p> <p>It works quickly bringing employment specialist into clinical teams and offers time unlimited individualised support for the employee and employer promoting relations between employment specialist and employer based upon the persons work preferences to help ensure the person keeps their job.</p> <p>Dorset Work Matters enhances the service by utilising co-production throughout the delivery offer including:</p> <p>A personalised and strength-based approach to support people to find a job of their choosing.</p> <ul style="list-style-type: none"> • Help people find paid work within just weeks of being referred to the service. • Continues to work with both employer and employee to sustain the job placement for as long as possible, or to help the Service User into a different job. • Directly tackle the lack of integration of healthcare and employment services and the disconnection of different specialists by integrating employment specialists into health teams.
Service description and location(s) from which it will be delivered	<p>Anyone open to a Community Mental Health, Early Intervention Service or Rehab Team whose aspiration it is to be in paid employment can be referred to the service.</p> <p>DWM is key in the transformation of the mental health integration of community care project (MHICC) and will form part of the new care model.</p> <p>Care coordinators will talk about paid employment to their Service Users and if the Service User advise they wish to</p>

	<p>work, the clinical team will contact the service or Employment Specialist directly to discuss and complete the referral on behalf of Service User. An Employment Specialist will then contact the Service User and arrange an initial chat.</p> <p>On agreement from the Service User further face to face meetings will be arranged on a regular basis to provide support with looking for employment, developing a detailed work preference vocational profile looking at employment history, skills and strengths then moving on to supported job searching, interview preparation and anything else that supports a Service User towards their paid work ambition and ensuring the work is suited to the Service User.</p> <p>Service Users can also self-refer direct to the IPS service, the IPS team will contact a designated Care coordinator from the clinical team to confirm eligibility.</p> <p>When someone is open to the service, they will have an employment specialist assigned to them who will work with them until they are settled in employment.</p> <p>Each employment specialist carries out all phases of employment service, including intake, engagement, assessment, job placement, job coaching, and follow-along support.</p> <p>Fidelity</p> <p>The IPS model is designed around a quality assurance tool known as the IPS Fidelity Scale. Services use this tool to measure the fidelity and regulate the level to which an employment service is working towards the IPS model. Evidence shows the closer you are delivering to full fidelity the better the results are for the Service Users. All Employment Specialists are expected to develop their practice in accordance with the scale.</p> <p>The Fidelity Scale is the conversion of the eight principles into 25 items that a service is scored against during a fidelity review. Evidence shows the closer a service keeps to the Fidelity Scale the higher the score received from the review and the greater the quality of the IPS service and that a higher number of job outcomes will be achieved.</p> <p>The fidelity Scale can also support:</p> <ul style="list-style-type: none">• Designing an Individual Placement and Support service• Determine the extent to which an existing employment service is an IPS service• Identify the potential causes of a poorly performing employment service and areas for development• To conduct a self-assessment of the service
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