

Job Description

Job Title: **Connect to Work – Quality and Fidelity Lead**

POSCODE:

Grade: P1

Overall purpose of the job

To effectively and expertly lead on the development and implementation of the fidelity evidence-based models for IPS (Individual Placement Support) and SEQF (Support Employment Quality Framework) under the Connect to Work programme across Cambridgeshire and Peterborough, to ensure adherence and good quality outcomes for participants, which support achievement of the overall contract KPI's and provide subject matter expertise in all Supported Employment fidelity issues.

The postholder will work closely with the Connect to Work Delivery Partners and VCS partners to ensure excellent service quality and compliance by undertaking internal fidelity reviews, supporting external assurances and driving overall continuous improvement by delivering a range of training and support.

Main accountabilities

1.	Responsible for ensuring that Connect to Work is delivered in accordance with the relevant Supported Employment fidelity models (both Individual Placement and Support in Primary Care and Supported Employment Quality Framework), ensuring that the 'place, train and maintain' model is delivered with high fidelity to IPS and SEQF standards, to ensure the maximisation of job outcomes for participants.
2.	Acts as the Subject Matter Expert for all Supported Employment fidelity issues, providing expert advice and guidance for fidelity related enquiries, issues and actions from Delivery Partners, key stakeholders and DWP commissioned Fidelity Assurance services
3.	Lead a programme of internal quality and fidelity compliance and evaluation assurance reviews and lead on the preparation and planning of the required internal self-assessments and external reviews in line with DWP/ CPCA requirements and timelines.
4.	Provide technical support, guidance and training to contracted delivery organisations on the IPS and SEQF fidelity scales, to embed and fully implement all points of the fidelity scales and ensure delivery adheres to relevant Supported Employment principles, translating guidance into effective operational practice.
5.	Devise and deliver a training programme designed to support new organisations develop their own supported employment programmes in Cambridgeshire, in addition to providing additional support by regularly reviewing resources to ensure they are up to date and relevant to the delivery of Connect to Work in Cambridgeshire and Peterborough. Includes sourcing or designing additional resources targeted at addressing emergent delivery partner needs as the programme develops. Includes an element of coproduction with delivery partners, to ensure any resources produced meet their needs.
6.	Lead on a schedule of moderation and standardisation activities aimed at improving the overall quality of supported employment provision. This will include reviewing Fidelity Model self-

	assessments and action plans against requirements and ensuring continuous improvement plans and actions are implemented.
7.	Working with the Connect to Work Delivery Partner Contract Managers / Partnership Managers and consortium members to manage the implementation and monitoring of any required quality improvement plans as a result of internal or external reviews and provide advice, support and training where required on how assessment outcomes can be improved, producing impactful, concise and accurate fidelity reports within agreed timescales.
8.	Effectively inform, engage, promote and share fidelity assessment strategies and requirements with relevant stakeholders and partners to ensure achievement of the overall contract through effective workshops, learning networks and mentoring sessions.
9.	Design a rolling programme of continuous professional development for delivery staff across the partnership, throughout the lifetime of the programme.
10.	Analyse complex data and produce or contribute to performance reports for internal and external stakeholders highlighting programme level areas for continuous improvement around the quality of services delivered and report through the services management structures, recording and maintaining electronic records of all fidelity related activities.
11.	Engage and contribute to Connect to Work Programme evaluation(s) and reporting processes as appropriate and support achievement of KPIs and capture learning for future opportunities and developments.
12.	Work with delivery partners and key stakeholders to identify case studies that showcase impact and support the national promotion of Connect to Work and the fidelity assurance process.
13.	Contribute to the development of the service planning activities, policy and priorities, ensuring alignment to the councils strategic aims and objectives.
14.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
15.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.
16.	<p>Safeguarding commitment</p> <p>We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Relevant degree or demonstrable experience in a similar role.	Supported Employment – IPS and SEQF models	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Subject Matter Knowledge	In depth, strong understanding of the Supported Employment models: Individual Placement and Support (IPS) and Supported Employment Quality Framework (SEQF) fidelity scales	Essential
	Good understanding of the relevant local support programmes such as WorkWell and the Connect to Work programme	Essential
	Good understanding of the Cambridgeshire and Peterborough labour market challenges and effective approaches to address them	Essential
	An excellent understanding of the employment needs and challenges faced by people with health conditions and complex barriers to employment	Essential
	Demonstrable interest in regional working and an understanding of the national policy context specifically in relation to work and health	Essential
Skills		
Design	Proven ability to design and manage compliance and audit frameworks and systems	Essential
Communication	Excellent stakeholder engagement and networking skills to include collaborating and building effective working relationships between public (specifically DWP, Local Authority and the health sector), private, and voluntary organisations.	Essential
IT Skills	Strong IT skills including Power BI and Microsoft Office products such as Word, PowerPoint and Excel.	Essential
Organisation	Excellent organisational skills with excellent written, oral and presentation skills.	Essential
Professionalism	High level of integrity and professionalism	Essential
Problem Solving	Proactive and results orientated approach	Essential
	Adaptability and willingness to embrace change	Essential
Experience		

Leadership	Experience of leading and supporting services through internal self-assessments and external fidelity reviews, including planning, preparation, evidence gathering, and implementing improvement plans in line with agreed timescales.	Essential
Delivery	Experience working in a target-driven environment and managing performance improvement.	Essential
Development	Experience of developing and managing information systems and processes to capture, analyse and report performance data, highlighting trends and or areas for improvement.	Essential
Partnership	Experience of working in partnership with other organisations to achieve results Experience/understanding of working with people with multiple complex barriers to employment	Essential
Travel	Ability to travel across Cambridgeshire and Peterborough to support delivery partners.	Essential
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults).	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed —	Hybrid	Field	Remote	Mobile
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