

## 2024 International IPS Learning Community Annual Meeting

### Breakout Group: Enhancing Job Satisfaction for IPS Specialists

Facilitators: Elizabeth Campoy and Jennie Keleher

Large group was divided into 3 smaller groups to address the following questions and reconvene to discuss:

#### What leads to dissatisfaction among IPS Specialists?

- High caseload
- Appreciation
- Lack of support / high productivity expectations
- Lack/inadequate training
- Trauma/emotional burnout
- Burden of administrative tasks
- Balancing dual roles
- Low compensation/sense of feeling underappreciated
- Exclusion from mental health team
- Hybrid/post-COVID balance
- Employer engagement/job development
- Constraints of IPS model, e.g., distance to meet with clients, fidelity requirements
- Lack of understanding the IPS Specialist role
- Personal biases, e.g., meeting in client homes, transporting clients, cleanliness factors, safety concerns
- Turnover within teams
- Feeling/being micromanaged

#### What are teams/agencies currently trying as solutions to address dissatisfaction?

- Anonymous surveys
- Peer supports
- Supervisors “on the ground” to help with networking, offer support and maintain open door policy
- Verbal recognition
- Monthly teambuilding led by IPS Specialists
- Monthly training
- Professional development
- Offering flexibility with schedules and autonomy
- Celebrate the little things together as a team with positive feedback

- Fidelity – understanding areas where team may not be able to achieve highest scores but strive to increase scores in other areas
- Staff shout-outs and staff events/celebrate life together
- Outcome incentives
- Administrative support
- Training for self-care / support for communicating needs
- Encourage use of PTO
- Smaller caseloads
- Clinical supervision

What other ideas do you have to increase IPS Specialist job satisfaction?

- Offer higher pay/bonuses/incentives
- Greater schedule flexibility, e.g., “summer Fridays,” flex hours, “on time points,” having control with how you work
- Offer mental health support
- More team building events / making meetings not just about work