

## IPS quiz

### 1. Employment specialists:

- A. Work completely independently of the mental health team
- B. Function independently of the mental health team and attend team meetings on an as-needed basis
- C. Provide consultancy to mental health teams on employment and occasionally provide input in team meetings
- D. Are full members of the mental health team and attend all of the team meetings

### 2. The team leaders and employment specialists should meet as a group at least:

- A. Once a week
- B. Once a month
- C. Once a quarter
- D. Once a year

### 3. Employment specialists:

- A. Should only provide employment services
- B. Should provide both employment and general welfare rights support
- C. May have a small caseload they care coordinate in addition to their employment duties
- D. May provide other services (e.g. assisting with a recovery group) in addition to employment services, depending on the needs of the team

### 4. Susan was recently sacked by her employer for repeatedly showing up late. According to the IPS model, this:

- A. Indicates that Susan is not ready to go back to work yet
- B. Demonstrates Susan's unwillingness to return to work
- C. Is viewed as a positive learning experience
- D. Is a good time to refer Susan to a training scheme that will teach her the skills she needs to succeed in the future before she starts looking for work again

### 5. As a general rule of thumb, employment specialists should have:

- A. No more than 15% of their clients employed in the same type of job
- B. No more than 30% of their clients employed in the same type of job
- C. Over 50% of their clients employed in the same type of job
- D. None of the above, the percentage depends on the job market

**6. Employment specialists conduct job searches primarily by:**

- A. Searching on the internet and in newspapers because this is an efficient way to find a variety of jobs
- B. Going out in the community and meeting employers to develop a large job network so there are available jobs for clients
- C. Meeting face to face with employers to learn about jobs in the community that reflect the individual preferences of clients
- D. Employment specialists usually do not conduct job searches, the NHS trust or employment service creates jobs for them

**7. Which of the following best characterises an early employment service goal? The client is:**

- A. Regularly attending skills training lessons
- B. Working in a competitive job
- C. Working in a sheltered workshop
- D. Volunteering

**8. In the IPS programme, a vocational profile:**

- A. Occurs prior to job placement and consists of a wide variety of assessments
- B. Is conducted by watching the client perform various simulated job tasks
- C. Is a graded process that includes standardized tests, followed by volunteering
- D. Occurs over a few initial appointments and is updated with information from competitive job experiences

**9. Mark was sacked for drinking alcohol at work. His employment specialist should:**

- A. With support from the team, help him identify ways to prevent alcohol use from interfering with future jobs and help him to find another job
- B. Help him identify ways to prevent alcohol use from interfering with future jobs and tell him that they will help him obtain another job after a reasonable period of abstinence, such as 90 days
- C. Notify the mental health team that the employment specialist can no longer work with Mark because of his alcohol use, which precipitated the job termination
- D. Refer Mark to the substance misuse service and continue working with him when he finishes treatment and is sober

**10. Of the following, which is the best way for benefits advisors to provide clients with information?**

- A. Give clients a link to an informational website in order to foster their autonomy
- B. Hold group meetings so that clients have the opportunity to learn from questions asked by others in the group

- C. Post clients written information about their benefits so that they always have something to refer back to
- D. Meet clients individually because each person has an unique situation

**11. Once a client successfully finds employment, they should continue to receive support:**

- A. For as long as they want and need the support
- B. Until they are established and feels comfortable in the role
- C. For about 90 days, with occasional phone calls thereafter
- D. For up to six months or until they are is stable on the job, depending on which occurs first

**12. Ideally, Employment Specialists should be out of the office and in the community:**

- A. Less than 15% of the time
- B. 15 - 40% of the time
- C. 41 - 64% of the time
- D. 65% or more of the time

**13. Which of the following is an example of competitive employment?**

- A. Working for a mental health team in a position that is reserved for clients receiving services from the team
- B. A temporary job as a sales person that pays £12.00 an hour and is set as short-term work experience
- C. Working indefinitely as a cleaner for the minimum wage
- D. Occasionally babysitting for one's family and friends

**14. If a client misses several appointments with the employment specialist, the employment specialist should:**

- A. Recommend that the client is re-referred when they are ready to keep appointments and be an active participant
- B. Continue to try to engage the client
- C. Contact the Care Co-ordinator and recommend that a re-referral is made when the client demonstrates an interest in work
- D. Recommend that the client attend a prevocational training course to become work ready

**15. Given the following scenario, please select the best answer from below:**

Paul would like to get a job as a cook at a café that is within walking distance of his home. He is happy about the location and feels comfortable in the cafe having eaten there frequently. However, when Paul and his employment specialist meet with the employer, they learn that in addition to cooking, the position consists of taking customers' orders and clearing tables. Knowing that Paul is very uncomfortable interacting with strangers, the employment specialist should:

- 
- A. Talk to the client about looking for another job because the job at the cafe turned out to be a bad fit
  - B. Talk to the client about trying the job in spite of his discomfort because jobs are hard to find and the location of this job will be really hard to beat
  - C. Talk to the client and employer about the possibility of another staff member taking the orders and cleaning tables in return for different duties with which the client is more comfortable
  - D. Get the client to go on a training course so that they can build customer service skills
- 



Answers on next page...

**CENTRE FOR**  
**MENTAL**  
**HEALTH**



# IPS quiz answers

Please find correct answers to the quiz underlined with rationale or references to fidelity items.

## 1. Employment specialists:

- A. Work completely independently of the mental health team
- B. Function independently of the mental health team and attend team meetings on an as-needed basis
- C. Provide consultancy to mental health teams on employment and occasionally provide input in team meetings
- D. Are full members of the mental health team and attend all of the team meetings

**Fidelity item 5, integration of supported employment with mental health treatment through frequent team member contact.**

## 2. The Team Leaders and Employment Specialists should meet as a group at least:

- A. Once a week
- B. Once a month
- C. Once a quarter
- D. Once a year

**Fidelity item 8, role of employment supervisor & fi no 7, vocational unit.**

## 3. Employment specialists:

- A. Should only provide employment services
- B. Should provide both employment and general welfare rights support
- C. May have a small caseload they care coordinate in addition to their employment duties
- D. May provide other services (e.g. assisting with a recovery group) in addition to employment services, depending on the needs of the team

**IPS principle: competitive paid employment. Not general welfare rights just specific to employment or seek help from benefits experts.**

## 4. Susan was recently sacked by her employer for repeatedly showing up late. According to the IPS model, this:

- A. Indicates that Susan is not ready to go back to work yet
- B. Demonstrates Susan's unwillingness to return to work
- C. Is viewed as a positive learning experience
- D. Is a good time to refer Susan to a training scheme that will teach her the skills she needs to succeed in the future before she starts looking for work again

**Training: vocational profiles as a living document. Managing negative experiences.**  
**'Learn from yesterday/live for today/look to tomorrow'.**

**5. As a general rule of thumb, Employment Specialists should have:**

- A. No more than 15% of their clients employed in the same type of job
- B. No more than 30% of their clients employed in the same type of job
- C. Over 50% of their clients employed in the same type of job
- D. None of the above, the percentage depends on the job market

**Fidelity item 19, diversity of job types – 5 es assist clients to obtain different job types 85-100% of the time.**

**6. Employment Specialists conduct job searches primarily by:**

- A. Searching on the internet and in newspapers because this is an efficient way to find a variety of jobs
- B. Going out in the community and meeting employers to develop a large job network so there are available jobs for clients
- C. Meeting face to face with employers to learn about jobs in the community that reflect the individual preferences of clients
- D. Employment Specialists usually do not conduct job searches, the NHS Trust or Employment service creates jobs for them

**IPS principle: employer engagement. Fidelity item 17, job development – frequent employer contact.**

**7. Which of the following best characterises an early employment service goal?**

**The client is:**

- A. Regularly attending skills training lessons
- B. Working in a competitive job
- C. Working in a sheltered workshop
- D. Volunteering

**IPS principles: rapid job search and competitive paid employment.**

**8. In the IPS programme, a vocational profile:**

- A. Occurs prior to job placement and consists of a wide variety of assessments
- B. Is conducted by watching the client perform various simulated job tasks
- C. Is a graded process that includes standardized tests, followed by volunteering
- D. Occurs over a few initial appointments and is updated with information from competitive job experiences

**IPS principle: individual client preferences. Building rapport with client. Vocational profile as a living document.**

**9. Mark was sacked for drinking alcohol at work. His employment specialist should:**

- A. With support from the team, help him identify ways to prevent alcohol use from interfering with future jobs and help him to find another job
- B. Help him identify ways to prevent alcohol use from interfering with future jobs and tell him that they will help him obtain another job after a reasonable period of abstinence, such as 90 days
- C. Notify the mental health team that the employment specialist can no longer work with Mark because of his alcohol use, which precipitated the job termination
- D. Refer Mark to the substance misuse service and continue working with him when he finishes treatment and is sober

**IPS principles: zero exclusion and integration with clinical teams. Fidelity item 5 & 9. Support to get the right job.**

**10. Of the following, which is the best way for benefits advisors to provide clients with information?**

- A. Give clients a link to an informational website in order to foster their autonomy
- B. Hold group meetings so that clients have the opportunity to learn from questions asked by others in the group
- C. Post clients written information about their benefits so that they always have something to refer back to
- D. Meet clients individually because each person has an unique situation

**IPS principles: benefits advice/welfare support & fidelity item 22, individualised support.**

**11. Once a client successfully finds employment, they should continue to receive support:**

- A. For as long as they want and need the support
- B. Until they are established and feels comfortable in the role
- C. For about 90 days, with occasional phone calls thereafter
- D. For up to six months or until they are is stable on the job, depending on which occurs first

**IPS principle: time unlimited support & fidelity item 23, time unlimited follow-along support.**

**12. Ideally, Employment Specialists should be out of the office and in the community:**

- A. Less than 15% of the time
- B. 15 - 40% of the time
- C. 41 - 64% of the time
- D. 65% or more of the time

**Fidelity item 24, community based services. 65% or more.**

**13. Which of the following is an example of competitive employment?**

- A. Working for a mental health team in a position that is reserved for clients receiving services from the team
- B. A temporary job as a sales person that pays £12.00 an hour and is set as short-term work experience
- C. Working indefinitely as a cleaner for the minimum wage
- D. Occasionally babysitting for one's family and friends

**Aiming for competitive, permanent & paid employment. A is reserved. B is temp. D unpaid/irregular.**

**14. If a client misses several appointments with the employment specialist, the employment specialist should:**

- A. Recommend that the client is re-referred when they are ready to keep appointments and be an active participant
- B. Continue to try to engage the client
- C. Contact the Care Co-ordinator and recommend that a re-referral is made when the client demonstrates an interest in work
- D. Recommend that the client attend a prevocational training course to become work ready

**Fidelity item 25 assertive outreach. Time also to look at client motivation using some of the tools. Stay curious!**

**15. Given the following scenario, please select the best answer from below:**

Paul would like to get a job as a cook at a café that is within walking distance of his home. He is happy about the location and feels comfortable in the cafe having eaten there frequently. However, when Paul and his employment specialist meet with the employer, they learn that in addition to cooking, the position consists of taking customers' orders and clearing tables. Knowing that Paul is very uncomfortable interacting with strangers, the employment specialist should:

- A. Talk to the client about looking for another job because the job at the cafe turned out to be a bad fit
- B. Talk to the client about trying the job in spite of his discomfort because jobs are hard to find and the location of this job will be really hard to beat
- C. Talk to the client and employer about the possibility of another staff member taking the orders and cleaning tables in return for different duties with which the client is more comfortable
- D. Get the client to go on a training course so that they can build customer service skills

**IPS practice: job carving and reasonable adjustments.**