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Connector Project Worker

(North East London Suicide Prevention Service)

Job Description

Salary: NJC SCP 15 £27, 180 incl ILW

Hours: F/T 35 hrs per week or P/T 28 hrs per week (flexible working hours to be adapted to meet the needs of the service – may include evening and weekend sessions)

Employed by: The service will be led by Mind in Tower Hamlets and Newham, however posts will be employed by Local Mind Associations including Havering and Hackney Mind.

Accountable to: Operations Director

Supervised by: Suicide Prevention Service Coordinator

**Management Structure**

The NEL Suicide Prevention Service will be led by Mind in Tower Hamlets and Newham with staff linked to the three Mind Associations within the STP area. The Connectors will respond to local priority groups in specified Boroughs and are accountable to the Operations Director. The NEL Suicide Prevention team will be supervised by the Service Coordinator who reports to the Operations Director in Mind in Tower Hamlets, Newham and Redbridge.

**Background on the Service**

Mind in North East London is a mental health collaboration between Mind in City, Hackney & Waltham Forest, Mind in Tower Hamlets, Newham and Redbridge and Mind in Havering, Barking and Dagenham. We are independent organisations affiliated to the Mind Federation (the national association for mental health), an organisation with which we share common values and principles’ and meet quality standards. We aim to support people affected by mental ill health through the provision of a range of community-based services across these North East London Boroughs.

The new and innovative NEL Suicide Prevention Community Hub will respond to the needs of communities across the NEL STP, and to support people who are at risk of or experiencing suicidal thoughts. We will offer information, guidance and help relating to suicide prevention and postvention support. ‘Warm transfer’ and navigation to the Right Service at the Right Time will be provided, enabling local people access a ‘one stop shop’ with a no wrong doors approach and a “soft place to fall”. People will be signposted to the right service with minimal delays and a clear pathway.

The Community Hub will be linked to local crisis services, community providers and statutory providers. The focus will be on supporting people who are not currently connected to mental health services.

Our Values

* We believe that mental and emotional distress is natural.
* Connectivity is an integral part of mental and emotional wellness.
* We value diversity as a strength in our organisation.
* Our services offer a “soft place to fall.”
* Our staff and services align with the Principles of CHIME, Connectedness, Hope and Optimism, Identity, Meaning and Empowerment.

**The purpose of this role**

To work within the Community Hub, providing information, signposting and support as interventions to the people who are not known to or have accessed mental health services with the aim of contributing to the reduction in attempted and completed suicide. To provide timebound support to people contemplating suicide. To receive calls from local people and support the person in that moment, exploring local services to enable them to access on-going support, and link them to providers such as counselling, bereavement services, mental health support, post-intervention therapy groups.

To work with the Suicide Prevention Service Coordinator and staff to achieve agreed KPI’s for the service and individually, including:

* Increased access and connection to correct community/health/social care.
* Delivery of a phone and face to face offer that signposts and assertively connects members of the community with our partner agencies and services.
* At least **80%** of Service users who received initial signposting and information report that their needs were met.

**Service Objectives**

The objectives of the Connector Workers are:

* To support people to access the Navi8 App, the training resources, support from community services and where necessary contact statutory services.
* To improve the mental wellbeing of people experiencing mental health crisis in North East London Boroughs.
* To increase early access to help for people experiencing suicidal ideation by providing a clear and effective pathway to services.
* To contribute to an improvement in individual mental wellbeing.
* To remain a source of independent support for all clients.
* To reduce the use of police, ambulance and statutory mental health services for people who may be experiencing suicidal ideation.
* To contribute to the effective delivery of the service in partnership with all stakeholders.

**Key Role and Responsibilities**

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| 1. To support people experiencing thoughts of suicide and who require practical and emotional help, in a welcoming, supportive and safe manner. 2. To have the skills to recognise risk, approach safeguarding issues, stepping up where required. 3. To ensure Safeguarding concerns are responded to appropriately in line with Safeguarding Policies. 4. To address immediate presenting issues and navigate to the right service at the right time. 5. To be responsible for developing the resource knowledge for your area and build the warm transfer rapport with local services. 6. Keep up to date with best practice and contribute to the continuous improvement of the service and assist in monitoring the quality of the service and the outcomes achieved. 7. To prevent escalation and reduce A&E attendance and avoid hospital admissions. 8. To ensure the project delivers a service to clients that provide a hopeful environment and promotes their recovery. 9. To encourage and enable access to services for people experiencing thoughts of suicide. . 10. To provide appropriate signposting and warm transfer to ensure individuals are appropriately supported to the right service and support at the right time. 11. To support people with a positive and hopeful approach and in line with the CHIME principles. 12. Support clients to identify their networks of support and strengths. 13. Offer advice, information and signposting - offering wider opportunities for clients to connect and reach their goals. 14. Support client to reduce the barriers to accessing services i.e. co-attending/prepare client to access health and social care appointments 15. To assess risk and offer support to those concerned about suicide, providing access to information about local services. 16. To follow approved policies and procedures. 17. To work in accordance with our Aims, Objectives and Values. 18. To share any concerns with the Suicide Prevention Service Coordinator, and participate in training, support and supervision. 19. To share good practice and relationships with everyone you come into contact within your role. Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers. 20. Work in a way that acknowledges the personal, social, cultural, and spiritual strengths and needs of the individual. 21. To ensure all duties are carried out in a manner which promotes equality and diversity. 22. To ensure compliance with legal, ethical, regulatory, and social requirements. 23. To manage personal resources and own professional development. 24. To promote a health and safety culture within the workplace, observe all health and safety guidance and procedures as required and where appropriate conduct risk assessments. 25. Ensure that sensitive or personal information is not disclosed to or discussed with inappropriate persons. 26. All information must be maintained within the Data Protection Act and GDPR guideline   **Interpersonal skills**   1. To communicate appropriately and effectively with service users who may sometimes be in distress supporting recovery, building resilience and the development of self-management. 2. To lead with a kind and hopeful approach in all communication with people accessing the service. 3. Demonstrate effective teamwork with other NEL colleagues, and to work supportively with other co-workers. 4. To recognise, challenge and be responsive to stigma and discrimination of all kinds. 5. To represent the organisation in a professional and appropriate manner at all times. 6. To work creatively, looking at new possibilities, bringing new ideas to the team and respond appropriately to the needs and views of both current and potential service users. |

**Connector Project Worker**

**(North East London Suicide Prevention Service)**

**PERSON SPECIFICATION**

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|  | **Essential/**  **Desirable** |
| **Qualifications** |  |
| Relevant training in suicide prevention, counselling, social work, occupational therapy or mental health | E |
| Minimum of 1 year working in mental health services, talking therapies, similar complex needs service | E |
| Evidence of continual professional development – Suicide Assist, Mental Health First Aid etc | E |
| **Knowledge** |  |
| Understanding of person-centred support, navigation and signposting. | E |
| Understanding of the principles of trauma informed care and a person-centred approach to care. | D |
| Understanding of the relationship between mental health and social issues and how these may impact on physical, mental and emotional wellbeing | E |
| Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults. | E |
| Understanding of working within confidentiality and equality frameworks | \* |
| **Experience** |  |
| Demonstrable experience of working in mental health/crisis services or similar service model supporting vulnerable people. | E |
| Demonstrable experience of working in multi-cultural communities and a commitment to equal opportunities, and anti-discriminatory practices | E |
| Demonstrable experience of signposting, navigation and ‘warm transfer’ of people to local services. | E |
| Creative and flexible approach to working with individuals | E |
| **Skills and Abilities** |  |
| Good listening skills with the ability to reflect | E |
| The ability to communicate with people from a range of backgrounds | E |
| An understanding of the principles of Coproduction and Recovery | D |
| Ability to deal with stressful and difficult situations in a calm manner | \* |
| Ability to prioritise and manage workload | \* |
| **Practical** |  |
| Excellent IT skill, Microsoft Word, Excel and database management | \* |
| Excellent written and verbal skills | \* |

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.