

**Job Description/Person specification**

# Job Title: Tower Hamlets Community Connector

Grade: NJC SCP 17 -20 £28,131 - £29,630 per annum inclusive of Inner London Weighting

Hours: Full Time, 37.5 hours per week

Accountable to: Operations Director

Location: Open House, Bow E3, and across Stepney and Wapping Primary Care Network

Contract Term: Permanent, 5 years

**About Mind in Tower Hamlets and Newham, Mind in Redbridge**

We are a local, registered charity affiliated to National Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and to achieve improved access, outcomes and experience within Mental Health Services. We are an organisation, who value diversity and inclusion and we are working towards becoming a truly anti-racist and anti-discriminatory organisation.

# Service Overview

Mind in Tower Hamlets and Newham are working in partnership with Stepney and Wapping Primary Care Network’s Neighbourhood Team to support the Transformation of Mental Health Services across Tower Hamlets.

Tower Hamlets is one of the pilot Boroughs to implement the The Community Mental Health Framework which aim is to redesign the offer to support people with serious mental illness (SMI) to not just get back on track with their lives but to be happier and more fulfilled.

The programme is grounded in a population health approach to SMI, delivered through and with Primary Care Networks in Tower Hamlets, with an ambitious vision to support more patients closer to home and reduce the stigma and fragmentation in existing services.

**The Transformation framework**



**Job Summary**

The Community Connector will be responsible for working within the Neighbourhood Team within Stepney and Wapping PCN to ensure that people with SMI are able to live fulfilled lives through offering of one to one support to set goals towards their aspirations, needs and to offer hope and choice using a range of skill, knowledge and tools to achieve this. The community connector is seen as valuable asset to our neighbourhoods and act us a local expert, gathering and sharing information about local

The post holder will work collaborative and in partnership with the Multi-Disciplinary Teams and local Services and Community Groups to create pathways of support for people and to will act as the ‘glue’, linking people in with experts and local assets, and undertaking support work in partnership with external stakeholders to complement their interventions. The post holder will support people to identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, employment circumstances and unemployment, loneliness, isolation and caring responsibilities.

**One to One Support**

1. To utilize strong interpersonal and communication skills, where service users and carers are listened to, to find out what is important to them (what matters to them) and building open, supportive and trusting relationships
2. To support and offer opportunities for the involvement of people with lived experience of mental health in the design, delivery and monitoring of services
3. To implement a strong understanding of what factors influence health and wellbeing and the social determinants of health and work collaboratively to ensure that people have access to and support engagement with services and support to address these.
4. The ability to assist service users in setting goals and making changes that are meaningful to them
5. To conduct regular innovative and engaging sessions (virtually or in person) in order to work towards support plan goals
6. To use active listening skills and give people time to tell their stories and focus on ‘what matters to me’, build trust, providing non-judgmental support, respecting diversity and lifestyle choices
7. To use a range of tools and skills such as health coaching and motivational interviewing techniques, identify barriers to people accessing services, and work with service users to overcome these.
8. To provide support with areas of digital inclusion, access to support and services this may include signposting people to local community groups or training opportunities
9. Support, understanding and guidance around Welfare and Benefits, Housing and Legal Advice by connecting to services who can provide direct guidance
10. To identify or strengthen local support networks available to service users and carers by building relationships with local community offers and Services including the Tower Hamlets Recovery and Wellbeing Services for example
11. Use Dialog+ as a support planning and outcome tool
12. To be approachable and open-minded and able to work independently but also as part of a blended team and work in collaboration with colleagues and services users

**Community Development**

1. Stay up to date with the constantly developing environment, local offer, and national policies, during the Covid-19 pandemic. Significant experience in local statutory and/or voluntary sector services
2. Have a deep knowledge of (or a specific local area or demographic), what is available locally and how to signpost and support people and work collaboratively with Mind in Tower Hamlets and Newham and local partners to develop and create solutions where is are gaps in provision
3. Develop productive relationships with local partner organisations to improve service outcomes, and involve service users and carers in the design, development and delivery of the service
4. Triage referrals and signpost to specialist support quickly where necessary, and deal with general queries to contribute to the overall smooth running of the neighbourhood team
5. Identify needs, develop and facilitate group work, or support other members of the Neighbourhood team in running group activities
6. Where appropriate, introduce people to community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support
7. Where appropriate connect people to each other through shared common interests and the need for peer support
8. Build networks with local community resources such as activities and services that may have an impact on health and wellbeing, and support individuals to access these. To be proactive in encouraging self-referrals, and connecting with all local communities
9. Work in partnership with existing MITHN Services and local organisations who provide community navigation and social prescribing as an example

**Monitoring**

1. Ensure accurate and timely record keeping and data collection in line with MITHN and ELFT’s policies and procedures this includes case notes, processing referral forms and data entry onto EFLTs Database
2. To ensure that monthly update reports are submitted to Mind in Tower Hamlets and Newham’s Operational Director to track progress and identify gaps, themes or trends in service delivery
3. To obtain and collate feedback from services user and their carers and ensure that this is recorded and shared with Neighbourhood Team and MITHN

**General**

1. To reflect on your own practice and participate in team meetings, practice development forum, peer support and peer supervision
2. Identify own training and development needs in conjunction with Line Manager and participate in training opportunities
3. To develop an awareness of local and national developments and best practice in this area of work and to attend relevant conferences, meetings and training events as required
4. Where appropriate and dependent on caseloads, manage volunteers and other team members as required
5. Identify issues, challenges and unmet need in the community and report these to MITHN and Neighbourhood Mental Health Team
6. opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives.
7. Adhere to Mind in Tower Hamlets and Newham and the East London Foundation Trusts organisational policies and procedures relating to risk and personal safety. You will refer all safeguarding issues in line with local policy

**Duties Required of all staff**

# Undertake the induction programme as devised and assist in induction of new staff, if requested to do so

# Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required

# Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager

# Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with reference to the Equal Opportunities and Health and Safety policies to maximise safety of clients and staff.

# Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham

# To carry out other duties consistent with the post

# To effectively manage any petty cash or financial issues within the finance



 **Person Specification**

 **Tower Hamlets Community Connector**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| **Qualification** |
| 1. | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
| 2.  | Trained as a Mental Health First Aider | D |
| **Experience** |
| 3 | Demonstrable and substantial experience of providing 1:1 support in mental health within voluntary or statutory settings  | E |
| 4 | Good knowledge and understanding of the diverse population in East London, their needs, complexities and the inequalities they may experience | E |
| 5 | Experience of setting up and facilitating wellbeing groups and activities and delivering monitoring and evaluation activities in a 1:1 or group setting | D |
| 6 | Experience of working collaboratively with local people, community, and statutory organisations with a working knowledge of the principles of co-production, involvement, and peer work within mental health services | E |
| 7 | Experience of using skills and tools such as coaching or motivational interviewing techniques  | D |
| **Knowledge** |
| 8 | An understanding of Mental illness and the impact it can have on individuals, carers and their families with an understanding of the barriers to accessing mental health services and the inequalities that people experience | E |
| 9 | Knowledge of anti-discriminatory practices and the ability to challenge for change | E |
| 10  | A knowledge of importance of delivering culturally competent services and a commitment to ensuring this is embedded into your practice. | E |
| 11 | Extensive knowledge of the range of services, support and community assets in Tower Hamlets and across East London | E |
| **Abilities and skills** |
| 12 | Excellent interpersonal skills, with the ability to listen, influence and inspire | E |
| 13 | Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities | E |
| 14 | To be open to learning and finding creative solutions with a commitment to personal development and willingness to regularly update skills and experience | E |
| 15 | Excellent IT skills, including Microsoft Office and Database entry | E |
| **Personal Circumstance/Attributes** |
| 16 | Personal resilience and flexible attitude in the face of difficulties | E |
| 17 | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
| 18 | A commitment to Equity, Equality and Diversity | E |