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**Job Description**

**Senior Community Connector – Stratford**

**Job Title:** Senior Community Connector

**Grade:** £31,500 per annum

**Hours:** 35 hours per week

**Accountable to:** CEO

**Supervised By:** MITHNCommunity connector lead & MITHN Operations Director

**Location:** MITHN Stratford & ELFT (Primary Care Network- Newham)

**Contract Term:** 5 years

**Closing Date:** 7th September 2022

**About Mind in Tower Hamlets and Newham and 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.

**Background/context**

The Community Connectors programme is an exciting partnership between Community Links, Aston Mansfield, Mind in Tower Hamlets and Newham, and the NHS East London Foundation Trust (ELFT).

After successfully delivering the pilot since 2020, Community Links has been awarded the 5-year iteration of the Mental Health Social Prescribing programme with a total contract value of £3.8m, launched in June 2022.

The Senior Community Connector will have supervisory responsibility for two Community Connectors, providing guidance and day to day support, as well as managing a small caseload of people living with a serious mental illness or SMI. The Senior Community Connector will lead on work developing strong relationships with multi-disciplinary teams (MDTs) who work with primary care networks or PCNs (clusters of GP practices) across Newham. The MDTs are organised into two Community Integrated Mental Health Services (CIMHS) teams, linked to PCNs within Newham. The Senior Community Connector will help to identify themes and emerging need, develop further support pathways for service users, and be an important link between local experts and local assets.

The Senior Community Connector will be supported by the operations director to ensure the Community Connector team remains a vibrant, dynamic, and high performing team, meeting key programme aims and objectives.

The Senior Community Connector will work with ELFT as part of the Community Mental Health Transformation Programme. The ethos of the programme is recovery focused, exploring needs through complexity (rather than diagnosis), a focus on a person’s strengths and assets, and on the wider determinants of health and wellbeing.

This role will sit within the MDT, so communication with the team lead will be essential. The MDT includes primary care colleagues (GPs, social prescribers, wellbeing practitioners), as well as occupational therapists, pharmacists, nurses, peer support workers, support workers, psychiatrists, and psychologists.

Above all, the Senior Community Connector will act as an ambassador for the Community Connector team, programme, and vision – with an emphasis on ensuring strong awareness/publicity of the value that the role and programme brings to the Mental Health Transformation programme and the people it serves.

**Key Responsibilities:**

To work with Mind in Tower hamlets and Newham management in providing day to day guidance and support for the Community Connector team. Play an ambassadorial role, amplifying the work and added value the Community Connector role brings to the wider programme and patients. Lead on the development of existing and new relationships with key stakeholders, as well as building on existing relationships further within multi-disciplinary teams (MDTs). This includes (but is not exclusive):

* To support the day-to-day operations of the Community Connector team.
* To provide supervision to community connectors within the team.
* To manage own caseload of service users.
* To lead on key stakeholder development, as identified by service user need, and Community Connector feedback.
* To lead and support Community Connectors to contribute to the existing ELFT community group programme and support service users to access community-based activities.
* To join the community group programme steering group as a representative for the community connectors.
* To support in the development of group facilitation skills within the Community Connector group, as relevant and needed.
* To act as an ambassador of the service, whilst challenging stigma associated with accessing mental health support.
* To support Community Connector understanding regarding the factors and social determinants that influence poor health and wellbeing.
* To support Community Connectors and the MDT team with community-based resource identification, development and collaboration e.g. other mental health support, benefits advice, housing, employment, welfare rights, community groups etc.
* To lead on promotion of the service, both internally (organisationally and within the partnership) and externally (within MDTs and stakeholders).
* Work collaboratively within MDTs and the PCN to stimulate referrals, self-referrals, and encourage an open-access approach as directed by management.
* Lead on service user feedback, surveys, and case studies related to the community connector service.
* To support the Community Connectors in delivering intervention that is culturally informed.
* Support management with relation to systems and recording, ensuring any data recorded is in line with programmatic requirements and ELFT guidelines.
* Supporting Community Connectors to use a range of tools to deliver quality interventions including motivational interview techniques, SMART goal setting, basic coaching skills and health coaching.
* Work with service users and Community Connectors to develop engagement strategies (both online and in person and employing the use of Dialog+) so interventions with service users is co-produced, meaningful and impactful.
* To meet in informal and formal settings to encourage awareness and engagement of internal and external activities.
* To provide feedback to the PCN team and Community links about potential gaps in service provision.
* To use feedback, data, case studies and lessons learnt to inform the ongoing development of the service.
* Work within the MDT of the PCN taking actions as agreed by the MDT and recording the outputs and outcomes appropriately.
* Provide individual service user support and signposting in a range of ways as agreed with the PCN and wider delivery partnership.

**What does good look like for this role**

Goals relevant to you and your role will be set with you in collaboration with your line managers at ELFT and MITHN. Ultimately, the success of this role will be measured by the impact on service users lives and meaningful connections to their community and services. This will be supported by successful management of both your individual caseload, but also by your ability to support a small team of community connectors.

The successful management of your caseload are likely to involve quality initial assessment, joint action planning and meaningful goal setting as well as networking with relevant stakeholders and joint working with colleagues. The ability to actively engage service users both face to face and remotely, will be key aspects of the role.

Ensuring community connectors are supported to effectively carry out their role through guidance, sharing of experience and development are key elements of this role.

Developing effective and meaningful relationships with clinical leads, mental health teams and wider stakeholders will be paramount to supporting service users. Through collaboration, sharing of learning and understanding impact, you will support service users’ welfare and outcomes.

**Duties required of all Employees:**

* Undertake the induction programme as devised
* Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required.
* Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with reference to Equality, Diversity and Inclusion policy 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 procedures laid down.

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# This job will be reviewed periodically in line with the organisation’s Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role

**Senior Community Connector**

**Person Specification**

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

|  |  |  |
| --- | --- | --- |
| Qualification | | |
|  | University degree and/or professional qualification | E |
|  | Training in motivational coaching and interviewing or equivalent experience | D |
|  | Trained as a Mental Health First Aider or equivalent experience | D |
| Experience | | |
|  | Supervisory/people management/leadership experience | E |
|  | Experience of working with multiple stakeholders, particularly in the voluntary, community and faith (VCF) sector | E |
|  | Prior experience of partnership working | E |
|  | Prior experience of working with people suffering from a serious mental illness | D |
|  | Significant experience in local statutory and voluntary sector services | E |
|  | Prior experience of working with service users in East London | E |
|  | Experience of working and supporting groups from the BAME community | D |
|  | Prior experience of outreach and/or marketing services to people, particularly from a wellbeing perspective | E |
|  | Experience working within the mental health sphere | E |
|  | Experience of working with voluntary sector partners in Newham | D |
|  | Awareness of community groups and referral units/bodies | E |
|  | Experience of supporting and managing a caseload or group of service users that require wrap around support | E |
|  | Experience of producing and working alongside risk assessments | E |
|  | Experience of delivering peer support groups | D |
|  | Excellent working experience of IT systems, particularly MS Office 365 including Excel, Outlook and One Drive | E |
| Knowledge/understanding | | |
|  | Demonstrable knowledge of local services and provisions | E |
|  | Newham and/or East London specific knowledge of the common issues faced by people suffering from mental ill health | E |
|  | Strong understanding of what factors influence health and wellbeing and the social determinants of health | E |
|  | The ability to assist service users in setting goals and making changes that are meaningful | E |
|  | Knowledge of the local neighbourhood | E |
|  | An awareness of the barriers faced by people suffering from mental ill health | E |
| Skills and abilities | | |
|  | Ability to supervise and/or provide guidance/management to a team | E |
|  | Be willing to work alongside MDT members, including clinicians, contributing to complex plans as part of the active service user review | E |
|  | Be able to build an understanding of the change going on within the NHS and absorb information about other Mental Health services and how they can be accessed | E |
|  | Excellent interpersonal skills, with the ability to listen and inspire the team and influence wider MDTs and external professionals | E |
|  | Good time management skills | E |
|  | Meticulous with record keeping | E |
|  | Strong communication skills | E |
|  | Solution focused | E |
|  | Ability to use initiative and work independently, and manage own workload successfully | E |
|  | Approachable and open-minded | E |
|  | Able to work independently but also as part of a blended team | E |
|  | Ability to offer constructive feedback and challenge | E |
|  | Strong stakeholder management – identification and development | E |
|  | Ability to speak a second language (Bengali, Somali, Polish etc.) | D |
| Personal Circumstance/Attributes | | |
|  | Personal resilience and flexible attitude in the face of difficulties | E |
|  | Commitment to professional development and willingness to regularly update skills, knowledge and experience, including the ability to reflect on own practice, as well as complete training delivered by ELFT and MITHN | E |
|  | A commitment to Equity, Equality and Diversity | E |
|  | Willingness to operate within the MDT of the Primary Care Network (PCN) | E |
|  | Willing to hot desk across different sites | E |
|  | Be prepared to be ‘out and about’ within the community (whilst working within relevant risk assessments and safeguarding procedures) | E |
|  | Willingness to adhere to Community Links, ELFT and MITHN’s mission and values. | E |