

**Job Description/Person specification**

**Older Adult Community Connector (Tower Hamlets)**

# Job Title: Tower Hamlets Older Adult Community Connector

**Salary:** £28,009 per annum

**Hours:**  Full Time, 37.5 hours per week

**Accountable to:** Operations Director

**Location:** Open House, 13 Whitethorn Street, London E3 4DA

 Co-location: Robinson Centre, 275 Bancroft Road, London E1 4DG

**Contract Term:** 12 months

**About Mind in Tower Hamlets, 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 that values diversity and inclusion and we are working towards becoming a truly anti-racist and anti-discriminatory organisation.

# Service Overview

Mind in Tower Hamlets, Newham and Redbridge are working in partnership with East London Foundation Trust and the Bethnal Green 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 role will work closely with Older Adults with serious mental illness (SMI) and/or complex emotional needs in Neighbourhood Mental Health Team localities. Some of the service users will have been supported by community mental health recovery teams/ mental health care of older people, seen in outpatients and are not care co-ordinated, so could be better supported by their local neighbourhood team. Other service users will be on primary care SMI registers and likely to benefit from additional support but do not meet the thresholds for traditional secondary care. Other people might not be known to services currently and could benefit from the more personalised, local, holistic offer with which the Community Connector can support.

Working as part of the wider community mental health care for older people, you will identify opportunities to develop and innovate tailored mental health support to meet the needs of the local population, with a key focus on older people with serious mental illness or complex emotional needs. The Older Adult Community Connector will work with primary care networks and mental health professionals to identify and develop new and innovative offers for individuals needing support for their physical health care through the Third Sector.

This role will be co-located at the Robinson Centre for Older Adults Psychological Therapies, Mile End Hospital.

**Individual Support**

1. 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. Taking a strength based approach you will support individuals and their families by helping them to identify desired outcomes. Providing face to face information and signposting in the community and peoples own homes
3. By being responsive and creative, develop /deliver and promote activities and opportunities for older adults. Improving access to available services, supporting people to link into the support that exists
4. Support the involvement of older people with lived experience of mental health in the design, delivery and monitoring of services
5. Strong understanding of what factors influence health and wellbeing and the social determinants of health within the older population
6. Conduct regular innovative and engaging sessions (virtually or in person) in order to work towards support plan goals
7. 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
8. Use health coaching and motivational interviewing techniques, identify barriers to people accessing services, and work with service users to overcome these. You 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, disability, multi morbidity and caring responsibilities
9. Support people eligible for a personal health budget
10. Support with areas of digital inclusion, access to support and services
11. Support, understanding and guidance around Welfare and Benefits, Housing and Legal Advice by connecting to services who can provide direct guidance
12. Able to identify or strengthen local support networks available to service users and carers
13. 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
14. Where appropriate connect people to each other through shared common interests and the need for mutual support
15. Use Dialog+ as a support planning and outcome tool
16. Is approachable and open-minded and able to work independently but also as part of a blended team.

**Community Development**

1. The Community Connector 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
2. Share knowledge and awareness of the needs of older adults and services that can support them within the community connector network
3. Significant experience in of supporting older adults, particularly those with a mental health condition or complex emotional needs in local voluntary sector services
4. Have a deep knowledge of (or a specific local area or demographic), what is available locally and how to signpost and support people (network creation, mapping)
5. 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
6. 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
7. Identify needs, develop and facilitate group work, or support other members of the Neighbourhood team in running group activities
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 community navigation and social prescribing roles
10. Monitor and record outcomes using Dialog+ on RIO
11. Gather service user and carer feedback

**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. The Community Connector will reflect on practice and obtain and collate feedback from services user and their carers Identify own training and development needs in conjunction with Line Manager and participate in training opportunities
2. 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
3. Adhere to organisational policies and procedures relating to risk and personal safety. You will refer all safeguarding issues in line with local policy
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 for older adults and report these to supervisor and the Neighbourhood Mental Health Team

**Duties Required of all staff**

1. Undertake the induction programme as devised and assist in induction of new staff, if requested to do so
2. Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required
3. Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager
4. Undertake all duties in accordance with Mind in Tower Hamlets, Newham and Redbridge policies, with reference to the Equal Opportunities and Health and Safety policies to maximise safety of clients and staff.
5. Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
6. To carry out other duties consistent with the post
7. To effectively manage any petty cash or financial issues within the finance



**Tower Hamlets Older Adults 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.

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| Qualification |
| 1.
 | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
|  | Trained as a Mental Health First Aider | D |
|  | Training in motivational coaching and interviewing or equivalent experience | D |
| Experience |
| 1.
 | Experience of providing or receiving direct care/support for older adults (preferably with experience of mental health care)  | E |
|  | Good knowledge and understanding of the local older adult population, their needs and understand complexities surrounding these  | E |
|  | Experience of setting up and facilitating wellbeing groups and activities and delivering monitoring and evaluation activities in a 1:1 or group setting | D |
|  | 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 |
|  | Experience of using skills and tools such as coaching or motivational interviewing techniques  | D |
|  | Good experience in statutory and/or voluntary sector services, | D |
|  | Experience of delivering peer support groups | D |
| Knowledge |
|  | 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 |
|  | Knowledge of anti-discriminatory practices and the ability to challenge for change | E |
|  | A knowledge of importance of delivering culturally competent services and a commitment to ensuring this is embedded into your practice. | E |
|  | Extensive knowledge of the range of services, support and community assets in Tower Hamlets and across East London | E |
| Abilities and skills |
|  | Excellent interpersonal skills, with the ability to listen, influence and inspire | E |
|  | Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities | E |
|  | To be open to learning and finding creative solutions with a commitment to personal development and willingness to regularly update skills and experience | E |
|  | Excellent IT skills, including Microsoft Office and Database entry | E |
| Personal Circumstance/Attributes |
|  | Personal resilience and flexible attitude in the face of difficulties | E |
|  | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
|  | A commitment to Equity, Equality, Diversity and Inclusion principles and practice | E |
|  | Willingness to work flexibly including working from a variety of different offices and community spaces | E |