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**Newham Community Connector**

**Job Description and Person Specification**

Job Title: Community Connector (Newham)

Grade/Salary: £30,345 per annum

Hours: Full Time, 37.5 hours per week (potential for part time job share)

Accountable to: MindTHNR Operations Director

Supervised by: Senior Community Connector

Location: Stratford MindTHNR site, Stratford &ELFT (Primary Care Network- Newham)

Contract Term: Maternity cover: October 23- Aug 24

**Closing Date:** 9.00am, 15th November 2023

**Interviews:** Week beginning 20th November 2023

**Job description**

The Community Connectors programme is an exciting partnership between Mind in Tower Hamlets and Newham, Community Links, Aston Mansfield, 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, due to launch in June 2022.

The community connectors programme represents an integral part of the wider programme of work which supports the Transformation of Mental Health Services agenda across Newham.

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

**Purpose of the role**

The Stratford Community connector team will consist of 2 community connectors, as well as the Community connector Lead, who will provide day-to-day leadership and support to the Community connector Team. The Stratford community connector team will form part of the wider community connector team based across Newham within the primary networks neighbour hood team. The team will be based between MITHN Newham office and Stratford PCN.

The Community Connector will be responsible for working within the Neighbourhood Team in Stratford 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 neighborhoods 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 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.

**Adopting our Organisation culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

To work within the local community and be responsive to the mental health and well- being needs of the borough diverse communities.

To provide support and recovery guidance as agreed with the Stratford PCN and wider partnership. This may include (but is not exclusive):

* To manage a caseload of clients and provide focused regular and practical support to service users in developing and managing independence, confidence resilience, building knowledge, and skills, as well as encouraging service users to access local services and activities.
* To utilize strong interpersonal, listening and communication skills, to ensure that service users and carers are given time to tell their stories, are listened to, and to find out what is important to them (‘what matters to me’ ) and building open, supportive and trusting relationships, respecting diversity and life choices.
* To deliver support and care which is culturally informed and aware and to ensure that they are influential, modelling this in the day-to-day interactions with professionals and service users
* To develop 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.
* 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.
* To enable service users to explore the situation affecting their mental health and wellbeing and support them to access appropriate resources including other mental health services, talking therapies, benefits advice, employment, training opportunities welfare rights, settled housing, health promotion, local community groups/ activities and provide support with areas of digital inclusion.
* To support and offer opportunities for the involvement of people with lived experience of mental health in the design, delivery and monitoring of services.
* To innovate and develop strategies to engage with service users (both virtually and in person) to ensure support -plans and intervention is co-produced, addressing service user health and wellbeing needs, setting goals using Dialog +, as a support planning tool to make changes that are meaningful to service users and that is shared and agreed with relevant individuals and agencies.
* To develop an awareness and knowledge of local and national developments, national polices, Local offer, and how to signpost and support people, and work collaboratively with Mind in Tower Hamlets, Newham and Redbridge and local partners to develop and create solutions where is are gaps in provision.
* To Identify issues, challenges and unmet need in the community and report these to MindTHNR and Neighbourhood Mental Health Team.
* To reflect on your own practice and participate in team meetings, practice development forum, peer support and peer supervision.
* To Identify own training and development needs in conjunction with Line Manager and participate in training opportunities and best practice which includes attending relevant conferences, meetings and training events as required.
* Triage referrals and signpost to specialist support in a timely manner, and deal with general queries to contribute to the overall smooth running of the neighborhood team.
* Identify needs, develop and facilitate group work, or support other members of the neighborhood team in running group activities.
* To work collaboratively with Community links and Aston Mansfield connector workers, existing MITHN services and local organisations who provide community navigation and social prescribing to develop a detailed understanding of local services to facilitate appropriate signposting and referrals.
* To be a fully functioning member of the Multi-Disciplinary Team and contribute to meetings, representing the service user needs, aspirations and goals.
* Build relationships and work proactively with health care professionals in the PCN to stimulate referrals, including encouraging self- referrals and provide timely feedback on the support provided to service users, including gaps in service provision as illustrated by the service users they are working with.
* To challenge stigma associated with mental health and raise awareness of the importance for everyone to look after their mental wellbeing.
* Work collaboratively with other ELFT funded Community Connector services to generate and share learning and to attend scheduled training and learning events/workshops.
* To work closely with the community connector lead to ensure that the service is delivered to a high standard
* To obtain and collate feedback from services user and their carers and ensure that this is recorded and shared with Neighbourhood Team and MITHN
* Maintain systems to keep accurate and timely records relating to the delivery and outcomes of the service including processing referral forms, monitoring database and updating case notes as required by Community Links, ELFT and MITHN
* Actively contribute to the production of service reports which track progress, identify gaps, themes or trends in service delivery to Community Links, ELFT and MITHN as required in the agreed format and in accordance with agreed timetables.

**General**

* To reflect on your own practice and participate in team meetings, practice development forum, peer support and peer supervision.
* Identify your own training and development needs in conjunction with Line Manager and participate in training opportunities.
* 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.
* Where appropriate and dependent on caseloads, manage volunteers and other team members as required.
* Identify issues, challenges and unmet need in the community and report these to MindTHNR and Neighbourhood Mental Health Team
* opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives.

**Duties required of all MindTHNR Employees**

* Act as an ambassador and represent Mind in Tower Hamlets, Newham and Redbridge at external functions, events, giving talks and presentations to inform and inspire.
* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusion principles and all organisational policies.
* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager.
* Other than where central administrative support is available, to be administratively self- servicing.
* To carry out other duties consistent with the post

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**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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| **No.** |  | **Essential/**  **Desirable** |
| **Qualifications** | | |
|  | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
|  | Trained as a Mental Health First Aider | D |
| **Experience** | | |
|  | Demonstrable and substantial experience of providing 1:1 support in mental health within voluntary or statutory settings | E |
|  | Good knowledge and understanding of the diverse population in East London, their needs, complexities and the inequalities they may experience | E |
|  | Experience of setting up and facilitating wellbeing groups and activities | E |
|  | Experience of delivering monitoring and evaluation activities in a 1:1 or group setting | E |
|  | 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 |
| **Skills/Knowledge/Ability** | | |
|  | 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 Newham and across East London | E |
|  | 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 |
|  | Excellent written and verbal skills with the ability to communicate with others | E |
|  | Ability to speak a second language (Bengali, Somali, polish etc) | D |
|  | 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** **Attributes** | | |
|  | Personal resilience and flexible attitude in the face of difficulties | E |
|  | High level of safe awareness – the ability to reflect on own practice and to share personal experience. | E |
|  | Commitment to personal development and willingness to regularly update skills and experience | E |
|  | A commitment to Equity, Equality and Diversity | E |
|  | Willingness to adhere to Community Links, ELFT and MindTHNR mission and values | E |