

**Service Coordinator**

**Northeast London suicide Prevention service**

**Job Advert**

**Job Title:** Service Coordinator

**Grade/salary:** £30, 150 per annum

**Hours:** 37.5 hrs per week

**Accountable to** MindTHNR CEO

**Supervised By:** MindTHNR Operations Director

**Location:** Hybrid – Newham, Tower Hamlets, and Redbridge

**Contract Term:** FTC until March 24

**Closing Date:** 5pm, Wednesday 29th November 2023

**Interviews:** TBC

**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 leading a better life.

We work with communities from diverse backgrounds and continually invest in building an inclusive organisational culture with diverse leaders through active Listening, Learning and Leading.

**Background**

Mind in Northeast 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 Northeast London Boroughs.

The NEL Suicide Prevention Community Hub works to 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 is 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.

**Purpose of the role**

To provide overall management, leadership of the **Community Hub** across the North East London and supervise a team of Connector workers across the Mind in North East London Partnership. The coordinator will ensure that the Hub team are providing time bound support to people contemplating suicide.

. The coordinator will be responsible for ensuring that the Community Hub provides:

* Develop and deliver interventions to the most vulnerable and at-risk groups to ensure people are linked in to support and services that with contribute to the minimisation of harm through attempted and completed suicides.
* Manage and develop the Community Hub to be accessible and responsive to 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, postvention therapy groups.
* Develop the model of intervention with the collaboration and integration of the service with other STP wide Crisis intervention and support services.
* Manage safely and proactively safeguarding concerns within the team and be responsible and responsive to raising Safeguarding Alerts

To work with the Operations Director and commissioners 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 signpost 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.

**Adopting our Organisation culture**

We have a strong reputation for delivering high quality Employment in Talking Therapy services and achieving positive recovery outcomes.

Our employment advice and support 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.

**General**

* 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 Inclusive principles and all organisational policies

**You must have:**

* A recognised and relevant qualification in Mental Health, Talking Therapies or Leadership and Management to Degree level.
* At least 2 years of experience of line management within a mental health service (supervision, appraisal, personal development and performance management)
* Experience of working with vulnerable communities and/or people who are experiencing thoughts of suicide/crisis.

The benefits of working for the organisation include 28 days annual leave + Public Holidays, Development and Growth opportunities, Company Pension Scheme and an Employee Assistance Programme.

Post is subject to an enhanced Disclosure Barring Service check and Right to Work Checks.

As an anti-racist, anti-discriminatory and inclusive organisation, we strongly welcome applications from all sectors of the community.