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# Senior Community Connector (Newham)

# Job Description

Job Title: Senior Community Connector

Grade/Salary: £33,075 per annum

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

Accountable to: MindTHNR CEO

Supervised by: MINDTHNR Operations Director

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

Contract Term: May 2027

**Closing Date:** 9.00am, Wednesday 29th November 2023

**Interviews:** TBC

**Background/context**

The Community Connectors programme is an exciting partnership between Mind in Tower Hamlets, Newham and Redbridge, 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 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.

**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 with Mind in Tower Hamlets, Newham and Redbridge 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 MindTHNR. 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.

**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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**Senior Community Connector (Newham)**

**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** |
|  | 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 |
| **Skills/Knowledge/Ability** |
|  | 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 |
| **Personal** **Attributes** |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Excellent judgment and problem-solving skills. | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices.  | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |