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# Tower Hamlets Community Connector

# Job Description and Person Specification

Job Title: Tower Hamlets Community Connector

Grade: £30,345 per annum (pro rata) including Inner London Weighting, based on 22.5 hours currently £18,207.00 per annum including Inner London Weighting.

Hours: 22.5 hours based on a 37.5 hour week

Accountable to: Operations Director

Location: Open House, Bow E3, and across Stepney and Wapping Primary Care Network

Contract Term: Until 31st March 2027

**Closing Date:** 9.00am, Monday 13 May 2024

**Interviews:** TBC

**Job description**

Mind in Tower Hamlets, Newham and Redbridge are working in partnership with Stepney and Wapping Primary Care Network’s Neighbourhood Team to support the Transformation of Mental Health Services across Tower Hamlets.

Tower Hamlets is one of the pilot Boroughs to implement 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 closerto home and reduce the stigma and fragmentation in existing services.

**Purpose of the role**

The Community Connector will be responsible for working within the Neighbourhood Team within Stepney and Wapping 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 neighbourhoods and act us a local expert, gathering and sharing information about local services.

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 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. 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**

**Case Management**

* To utilize 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.
* 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 implement 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.
* The ability to assist service users in setting goals and making changes that are meaningful to them.
* To conduct regular innovative and engaging sessions (virtually or in person) in order to work towards support plan goals.
* To use active listening skills and give people time to tell their stories and focus on ‘what matters to me’, build trust, provide non-judgmental support, respect diversity and lifestyle choices.
* 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 provide support with areas of digital inclusion, access to support and services this may include signposting people to local community groups or training opportunities.
* Support, understanding and guidance around Welfare and Benefits, Housing and Legal Advice by connecting to services who can provide direct guidance.
* To identify or strengthen local support networks available to service users and carers by building relationships with local community offers and Services including the Tower Hamlets Recovery and Wellbeing Services for example.
* Use Dialog+ as a support planning and outcome tool.

**Community Development**

* Stay up to date with the constantly developing environment, local offers, and national policies, during the Covid-19 pandemic. Significant experience in local statutory and/or voluntary sector services
* Have a deep knowledge of (or a specific local area or demographic), what is available locally 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.
* 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.
* 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.
* Identify needs, develop, and facilitate group work, or support other members of the neighbourhood team in running group activities.
* 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.
* Where appropriate connect people to each other through shared common interests and the need for peer support.
* 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
* Work in partnership with existing MindTHNR Services and local organisations who provide community navigation and social prescribing as an example.

**Monitoring and Compliance**

* Ensure accurate and timely record keeping and data collection in line with MindTHNR’s and ELFT’s policies and procedures this includes case notes, processing referral forms and data entry onto EFLTs Database
* To ensure that monthly update reports are submitted to MindTHNR’s Operations Director to track progress and identify gaps, themes or trends in service delivery.
* To obtain and collate feedback from services user and their carers and ensure that these are recorded and shared with Neighbourhood Team and MindTHNR
* Maintain confidentiality and ensure that information is stored according to Mind in Tower Hamlets, Newham and Redbridge policies and service guidelines, GDPR and data compliance.
* Adhere to MindTHNR’s the East London Foundation Trusts organisational policies and procedures relating to risk and personal safety. You will refer to all safeguarding issues in line with local policy.

**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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**Tower Hamlets 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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| 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 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 |
| **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 Tower Hamlets 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 |
|  | 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** |
|  | 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 |