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# Tower Hamlets Community Connector

# Job Advert

**Job Title:** Tower Hamlets Community Connector

**Grade:** £30,345 per annum inclusive of Inner London Weighting. Based on 22.5 hours pw is £18,207.00 pa (Inc ILW)

**Hours:** 22.5 hours per week based on 37.5 hours

**Accountable to:** CEO

**Supervised By:** 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 closer to 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 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.

**Key Responsibilities**

**Case Management**

* 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 conduct regular innovative and engaging sessions (virtually or in person) in order to work towards support plan goals.
* 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.

**Community Development**

* 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.

**Monitoring and Compliance**

* Ensure accurate and timely record keeping and data collection in line with MindTHNR’s and ELFT’s policies and procedures
* 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.

**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:**

* To have attained a minimum Level 3 in Health and Social Care or equivalent
* Demonstrable and substantial experience of providing 1:1 support in mental health within voluntary or statutory settings
* Good knowledge and understanding of the diverse population in East London, their needs, complexities and the inequalities they may experience
* Experience of setting up and facilitating wellbeing groups and activities and delivering monitoring and evaluation activities in a 1:1 or group setting
* 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
* Experience of using skills and tools such as coaching or motivational interviewing techniques
* Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices.

The benefits of working for the organisation include 28 days annual leave pro rata + 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.

To apply please send your CV together with a cover letter stating why you wish to apply and how you meet the role requirements and email to [recruitment@mindthnr.org.uk](mailto:recruitment@mindthnr.org.uk)