

Job Description and Personal Specification

Job title:	Senior Community Connector – Mental Health
Place of work:	Community Links offices (105 Barking Road) and East London NHS Foundation Trust (within the Network of Primary Care)
Hours of work:	37 hours per week
Salary/Grade:	£34,398 per annum
Reports to:	Primary Care Network Lead (ELFT) and the Assistant Director (Community Links)
Level of screening:	Enhanced DBS

Who we are

Community Links is a hub tackling health and social inequality in East London and beyond. We work alongside the community helping people of all ages reach their full potential. We take our local knowledge of what works to influence national decision making. We are proud to be part of Catch22.



Our Mission: we work towards a world where your potential is not limited by your health or social circumstances.

Our Vision: we believe everyone can thrive if they have 3 basic things: good people around them, a good place to live and a purpose in life. We call these our 3Ps.

Our Values: our ethos is to be driven by dreams and judged by delivery.

Where you fit in

The Community Connectors programme is an exciting partnership between Community Links, Aston Mansfield, Mind in Tower Hamlets and Newham, and the NHS East London Foundation Trust (ELFT).

After successfully delivering the pilot since 2020, Community Links was awarded the 5-year iteration of the Mental Health Social Prescribing programme with a total contract value of £3.8m, launched in June 2022.

The Senior Community Connector will work alongside Community Connectors, providing supervision, guidance, and day to day support, as well as managing a smaller caseload of people living with a serious mental illness or SMI. Specifically, 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. These 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 Community Links management 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.

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.

Your formal location will be within one of the CIMHS teams in Newham as well as Community Links at 105 Barking Road London E16 4HQ.

Main Duties & Accountabilities

The role includes the following list of duties. The Person Specification sets out the qualities and skills needed / expected to undertake the role.

Work with Community Links management in providing supervision, 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 elements of line management support as well as caseload 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 Community Links. 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.

Organisational Relationships

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.

A monitoring and support role will also be provided by Community Links.

Person Specification			
Competency	Essential	Desirable	Assessment
Qualifications	<ul style="list-style-type: none"> University degree and/or professional qualification 	<ul style="list-style-type: none"> Mental Health First Aid or equivalent experience Training in motivational coaching and interviewing or equivalent experience 	
Knowledge	<ul style="list-style-type: none"> Demonstrable knowledge of local services and provisions Newham and/or East London specific knowledge of the common issues faced by people suffering from mental ill health Strong understanding of what factors influence health and wellbeing and the social determinants of health The ability to assist service users in setting goals and making changes that are meaningful Knowledge of the local neighbourhood An awareness of the barriers faced by people suffering from mental ill health 		
Experience	<ul style="list-style-type: none"> Experience of working with multiple stakeholders, particularly in the voluntary, community and faith (VCF) sector Supervisory and/or team leading experience Prior experience of partnership working Significant experience in local statutory and voluntary sector services 	<ul style="list-style-type: none"> Prior experience of working with people suffering from a serious mental illness Experience of working and supporting groups from the BAME community 	

	<ul style="list-style-type: none"> ▪ Prior experience of working with service users in East London ▪ Prior experience of outreach and/or marketing services to people, particularly from a wellbeing perspective ▪ Experience working within the mental health sphere ▪ Awareness of community groups and referral units/bodies ▪ Experience of supporting and managing a caseload or group of service users that require wrap around support ▪ Experience of producing and working alongside risk assessments ▪ Excellent working experience of IT systems, particularly MS Office 365 including Excel, Outlook and One Drive 	<ul style="list-style-type: none"> ▪ Experience of working with voluntary sector partners in Newham ▪ Experience of delivering peer support groups 	
Skills and Abilities	<ul style="list-style-type: none"> ▪ Excellent interpersonal skills, with the ability to listen and inspire the team and influence wider MDTs and external professionals ▪ Good time management skills ▪ Meticulous with record keeping ▪ Strong communication skills ▪ Ability to supervise and/or provide guidance/management to a team ▪ Solution focussed ▪ Ability to use initiative and work independently, and manage own workload successfully 	<ul style="list-style-type: none"> ▪ Ability to speak a second language 	

	<ul style="list-style-type: none"> ▪ Approachable and open-minded ▪ Able to work independently but also as part of a blended team ▪ Ability to offer constructive feedback and challenge ▪ Strong stakeholder management – identification and development ▪ Be willing to work alongside MDT members, including clinicians, contributing to complex plans as part of the active service user review ▪ Be able to build an understanding of the change going on within the NHS and absorb information about other Mental Health services and how they can be accessed 		
Other	<ul style="list-style-type: none"> ▪ Willingness to take on training provided by ELFT and Mind in Tower Hamlets and Newham ▪ Be prepared to be ‘out and about’ within the community (whilst working within relevant risk assessments and safeguarding procedures) ▪ Willingness to operate within the MDT of the Primary Care Network (PCN) ▪ A commitment to implementing the mission and values of Community Links ▪ Willing to hot desk across different sites 		