

Job Description and Personal Specification

Job title:	Community Connector – Mental Health
Place of work:	East London Foundation Trust (within the Network of Primary Care) and 105 Barking Road
Hours of work:	37 hours per week
Salary/Grade:	£30,345 per annum
Reports to:	Primary Care Network Lead (ELFT) / 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 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.

This specific role involves providing holistic support to patients suffering from a serious mental illness or SMI. Patients will have a single or range of diagnosed conditions, will be known to ELFT and will therefore have a range of needs, including symptoms of anxiety or depression, or have a diagnosis of schizophrenia. Specifically, the Community Connector will work with multi-disciplinary teams (MDTs) who sit within primary care networks or PCNs

(clusters of GP practices) across Newham, and will support patients in accessing appropriate local services, embodying a true example of wrap around support.

Community Connectors will work with ELFT under what is called the 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 Community Connector will be a strong networker who is able to engage multiple stakeholders for the betterment of patient welfare and outcomes.

Your formal location will be within the Primary Care Network 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 within the local community being alert to mental health needs of local residents. It will provide support and signposting in a range of ways as agreed with the PCN and wider partnership. This may include (but is not exclusive):

- Meeting patients in informal and formal settings to encourage engagement
- Work within the MDT of the PCN taking actions as agreed by the MDT and recording the outputs and outcomes appropriately
- Provide individual patients support and signposting in a range of ways as agreed with the PCN and wider delivery partnership
- Group facilitation
- Coaching, Building Trust and Motivating people in their progress
- Referrals to other mental health provision within the Borough
- Direct, individual support to patients on a case by case basis and assessing pertinent signs (as trained)
- Signposting to community services
- Ongoing monitoring of risk to build a positive but sensitive attitude to caseload
- Providing clarity to the MDT and people on their lists as to how different areas of their need are being addressed by the different provision they are engaged with
- To provide continuity and reassurance to the people on caseload
- To build resilience in the people on caseload and ensure themes are fed back into design, delivery and the development of services
- To provide feedback to the PCN team and upwards about the gaps in service provision as illustrated by the people they are working with
- Any referrals should be done within 28 days of the mental health need being identified in line with guidance offered by the PCN

What does good look like for this role?

Goals will be agreed with you in collaboration with your line manager at both ELFT and Community Links. The successful management of your respective caseload – strong initial assessment, action planning and goal setting, networking with relevant stakeholders, and actively engaging patients both face to face and remotely will be key aspects of the role. Working with multiple agencies in a collaborative manner that promotes patient welfare and outcomes whilst sharing learning and impact is critical to the success of the role, as is inquisitiveness and confidence in approach. Induction and training will be provided for this role.

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, well-being 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 thread issues faced by people suffering from mental 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 An awareness of the barriers faced by people suffering from mental health concerns 	<ul style="list-style-type: none"> Knowledge of the local neighbourhood 	
Experience	<ul style="list-style-type: none"> Experience of dealing with multiple stakeholders, particularly in the voluntary, community and faith (VCF) sector Prior experience of partnership working Significant experience in local statutory and/or voluntary sector services Prior experience of outreach and/or marketing services to people, particularly from a wellbeing perspective 	<ul style="list-style-type: none"> Prior experience of working with people in East London Prior experience of working with people suffering from a mental health issue Experience of working and supporting groups from the BAME community 	

	<ul style="list-style-type: none"> ▪ Experience working within the mental health sphere ▪ Awareness of community groups and referral units/bodies ▪ Experience of delivering peer support groups ▪ 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 	
Skills and Abilities	<ul style="list-style-type: none"> ▪ Be inquisitive and solution focussed ▪ Be responsive and flexible ▪ Good time management skills ▪ Meticulous with record keeping ▪ Strong interpersonal and communication skills ▪ Ability to use initiative and work independently, and manage own workload successfully ▪ Approachable and open-minded ▪ Able to work independently but also as part of a blended team ▪ Ability to offer constructive feedback and challenge ▪ Ability to build and develop internal and external relationships 		

	<ul style="list-style-type: none"> ▪ Be willing to operate as the 'human face' of the PCN/MDT ▪ Be willing to work alongside MDT members, including clinicians, contributing to complex plans as part of the active patient 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 		