

Community Connector: Job Description and Personal Specification

Job title:	Community Connector for Mental Health Transformation Programme Based in the Community Integrated Mental Health Service (North Team) East London NHS Foundation Trust Permanent role
Place of work:	East London Foundation Trust (within the Network of Primary Care) and Community Links 105 Barking Road /Aston-Mansfield Durning Hall / (Community Links/Mind Stratford partners)
Hours of work:	37 hours per week
Salary/Grade:	£31,862 per annum
Reports to:	Primary Care Network Lead (ELFT) / Aston-Mansfield
Level of screening:	Enhanced DBS (Disclosure & Barring Service)

Who we are

ASTON-MANSFIELD

Registered Charity number: 220085

OBJECTS

The charity's objectives are to develop the community wealth of East London and promote a diverse and inclusive society in which all are free to participate. These are achieved through structured programmes and activities supporting people of all ages, creeds, cultures, and abilities, principally within the London Borough of Newham.

OUR VISION

We want to see more children, young people, and families in Newham and East London lead happy, healthy lives, realise their potential, and unlock their ambitions.

OUR MISSION

Using an integrated and community-focused approach, we will make long-lasting change, offering opportunity, community, and inspiration to children, families, and young people in Newham and East London.

OUR ASPIRATIONS AND VALUES

We want our environment to be:

Warm and welcoming, keeping everyone safe

Based on mutual respect, with staff and volunteers who are trustworthy

Inclusive, where everybody has a voice and is heard

Honest: doing what we say we will and communicating clearly and transparently

One which is nurturing and supports people to grow

We will:



Put children, young people, and communities first and at the centre of what we do
Support and encourage diversity and aim to treat everyone fairly
Strive to be connected to local communities

Check out our website and social media:

<http://www.aston-mansfield.org.uk/>



Where do 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 in 2020, Community Links, Aston-Mansfield and Mind in Tower Hamlets and Newham have been awarded a 5-year contract for the programme launching in June 2022.

This specific role involves providing holistic support to patients suffering from a serious mental illness (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 (PCNs) which are 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 & Aston-Mansfield & Mind in Stratford.

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 the mental health needs of residents. Provide support and signposting in various ways as agreed upon with the PCN and in a wider partnership. This may include (but is not exclusive):

- Meeting patients face to face 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 other provisions they are engaged with
- Provide continuity and reassurance to the people on caseload
- Build resilience in the people on caseload and ensure themes are fed back into design, delivery, and the development of services
- Provide feedback to the PCN team and upwards about the gaps in service provision as illustrated by the people they are working with
- 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 upon with you in collaboration with your line manager at Aston-Mansfield and with our lead partners Community Links MIND and ELFT The successful management of your respective caseload – strong initial assessment, action planning and goal setting, networking with relevant stakeholders, and active, engaging patients both face to face and remotely will be critical aspects of the role. Working with multiple agencies collaboratively that promotes patient welfare and outcomes whilst sharing learning and impact is essential in the role's success, as is inquisitiveness and confidence in the approach. Induction and training will be provided for this role.

Organisational Relationships

This role will be within the MDT, so communication with the team lead will be essential. The MDT includes primary care colleagues (GPs, social prescribers, well-being practitioners),



occupational therapists, pharmacists, nurses, peer support workers, support workers, psychiatrists, and psychologists.

Our lead partners at Community Links and Aston – -Mansfield and Mind in Tower Hamlets and Newham will also provide a monitoring and support role.

Person Specification			
Competency	Essential	Desirable	Assessment
Qualifications	<ul style="list-style-type: none"> ▪ University degree and/or professional qualification or two years work experience within a relevant profession. 	<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 health ▪ Strong understanding of what factors influence health and well-being and the social determinants of health ▪ The ability to assist service users in setting goals and making meaningful changes ▪ 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 in 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 in outreach and/or marketing services to people, particularly from a well-being 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 	

	<ul style="list-style-type: none"> ▪ Experience working within the mental health sphere ▪ Awareness of community groups and referral units/bodies ▪ Experience in delivering peer support groups ▪ Experience in supporting and managing a caseload or group of service users that require wrap-around support ▪ Experience in producing and working alongside risk assessments ▪ Excellent working experience with IT systems, particularly MS Office 365, including Excel, Outlook, and One Drive ▪ Rio NHS SYSTEMS or similar 	<p>BAME (Black and minority ethnic) community</p> <ul style="list-style-type: none"> ▪ Experience 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 writing up case notes and action plans ▪ Strong interpersonal and communication skills ▪ Ability to use initiative to 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 		

	<ul style="list-style-type: none"> ▪ Ability to build and develop internal and external relationships ▪ 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, Mind in Tower Hamlets and Newham, and Bromley by Bow Centre ▪ 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 Aston- Mansfield. ▪ Willing to hot desk across different sites 		