

Community Connector Job Description and Personal Specification

Job title:	Permanent role Community Connector – Mental Health Full-time Based in the Community Integrated Mental Health Service (North Team) East London NHS Foundation Trust The line manager is Aston- Mansfield Senior Connector.
Place of work:	Various sites and in the community: East London Foundation Trust (within the Network of Primary Care) and Community Links 105 Barking Road /Aston-Mansfield Durning Hall Aston- Mansfield community centre Manor Park/ (Community Links/Mind Stratford partners)
Hours of work:	37 hours per week
Salary/Grade:	£31,862
Reports to:	Aston-Mansfield Senior Connector
Level of screening:	Enhanced DBS (Disclosure & Barring Service) (Disclosure & Barring Service) Evidence of the right to work in the UK

Who we are: **ASTON-MANSFIELD** Registered Charity number: 220085

www.aston-mansfield.org.uk



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 lead partner, Aston-Mansfield % Mind 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 (Serious Mental Illness). 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 (Primary Care Networks) (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.

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 Durning Hall Forest Gate, London E79AB & Mind in Stratford. This role suits someone who likes to do face-to-face work meet service users, be solution-focused and have the ability to be a good communicator within the team. You will need to have a good understanding of supporting service users with complex mental health.

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

Work within the local community, being alert to the mental health needs of residents. It will provide support and signposting in various ways as agreed with the PCN and broader partnership. This may include (but is not exclusive):

- Meeting patients in informal and formal settings to encourage engagement.
- Work within the MDT (multi-disciplinary teams) 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 more comprehensive 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 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 upon with you in collaboration with the Senior connector at Aston-Mansfield and our lead partners, Community Links. Successfully managing your respective caseload – robust initial assessment, action planning and goal setting, networking with relevant stakeholders, and actively engaging patients 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 to the role's success, as is curiosity and confidence in the 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 (General Practitioners), social prescribers, well-Being practitioners), occupational therapists, pharmacists, nurses, peer support workers, support workers, psychiatrists, and psychologists.

Here is an example of the referral form used with service users referred to the community connector program.

Newham CIMHS Community Connector Service & Referral Criteria

Community Connectors support CIMHS service users (**18-65 years old**) with social, practical, and non-clinical well-being issues. We offer **social interventions** through a community-based approach. It should be noted that we are **not** mental health clinicians, so are unable to provide medical guidance. We can work face-to-face (in the community) or over the phone, based on the needs of the service user.

Inclusion/Exclusion Criteria:

Housing/Homelessness	
<p>Due to the housing crisis in Newham, we are only able to provide limited support with housing issues.</p> <p style="color: red; text-align: center;">Service users who are homeless or at risk of homelessness should be encouraged to complete a Homelessness Prevention and Advice Service (HPAS) application as soon as possible on:</p> <p style="text-align: center;">https://newham-self.achieveservice.com/service/Homelessness_Self_Assessment</p>	
Inclusion	Exclusion
<ul style="list-style-type: none"> • We can signpost council-tenant service users to Newham's Housing Hubs: https://www.newham.gov.uk/housing-homes-homelessness/housing-hubs 	<ul style="list-style-type: none"> • We cannot write housing support letters

<ul style="list-style-type: none"> • We can refer private-tenant service users to legal services for legal advice on housing (including disrepair) • We can signpost service users to debt services for rent arrears • We can assist service users to complete a HPAS application if they cannot do it themselves 	<ul style="list-style-type: none"> • We cannot shorten the waiting time for council housing • We cannot provide anyone with accommodation
Activities	
<p>We search for and signpost to activities in the community in Newham. In some cases, we are able to accompany service users to these activities if required. We have limited scope for travel.</p>	
Inclusion	Exclusion
<ul style="list-style-type: none"> • Fitness (Walking, Cycling, Exercise Groups, etc.) • Arts/crafts • Cooking and lifestyle • Skills/Education • Personal Health Budget (PHB) • (Some) Online activities 	<ul style="list-style-type: none"> • We cannot accompany service users outside of work hours
Social inclusion	
<p>We are able to search for and signpost to social groups and befriending in the community or online</p>	
Inclusion	Exclusion
<ul style="list-style-type: none"> • Befriending • Befriending groups • Gender specific social groups • Culturally specific social groups • Faith-based/spiritual peer groups • Online social networks 	<ul style="list-style-type: none"> • We cannot accompany service users outside of work hours • We cannot always accommodate to extremely specific requirements
Personal Health Budgets (PHB)	
<ul style="list-style-type: none"> • A Personal Health Budget (PHB) uses NHS funding for a specific purchase to support mental health recovery goal(s). • Community Connectors can support service users with applying for a PHB and review how useful the PHB was to the service user after 6 weeks of use. • PHB Requests can go up to £250 with Community Connector approval (up to £1000 with ELFT Director approval and very strong reasoning) • Examples of acceptable PHB requests: <ul style="list-style-type: none"> ○ Goal: to occupy their free time with a hobby they like; PHB: a keyboard piano ○ Goal: A homeless service user needs access to Wi-Fi and ability to make calls; PHB: a working smartphone with an internet and calling plan 	

<ul style="list-style-type: none"> ○ Goal: service user wants to improve physical health; PHB: a 1-to-1 exercise coaching programme ○ Goal: re-enter the workforce or begin volunteering in creative roles; PHB: an Arts course to gain qualifications/experience 	
Inclusion	Exclusion
<ul style="list-style-type: none"> • Fitness equipment/programmes/gym membership • Arts equipment/courses (Art, Music, Crafts, Photography, Pottery, etc.) • Skills/Education • Basic functional technology (phone, laptop) 	<ul style="list-style-type: none"> • Service users with No Recourse to Public Funds (NRPF) are not eligible for PHBs. • PHBs cannot be used on services that are already provided by an NHS pathway (e.g., counselling, medication) • PHB cannot be used on goods/services addressed by Hardship Grants (white goods, beds, energy bills)
Finances, Benefits and Debt	
Inclusion	Exclusion
<ul style="list-style-type: none"> • We can signpost or refer service users to money advisory services (benefits, money advice, budgeting, energy bills) • Signpost to debt services (debts, rent arrears) • We can provide details of local foodbanks, or refer to Newham Food Alliance • We can apply for hardship grants for service users in extreme poverty 	<ul style="list-style-type: none"> • We cannot write financial supporting letters • We personally cannot affect any decision made by the DWP; however, we can signpost service users regarding appeals • Community Connectors do not carry out benefit checks, we signpost to money advisory services
Immigration	
<p>Service users can have varying immigration statuses. Support for asylum seekers will be different to other service users as they likely have No Recourse to Public Funds (not eligible for government funds)</p>	
Inclusion	Exclusion
<ul style="list-style-type: none"> • We can signpost to local immigration advice services if service user does not have a solicitor • We can refer to local foodbanks and/or Newham Food Alliance • We may be able to help service users apply for a Freedom Pass if they have an ID card • We can refer to culturally sensitive counselling 	<ul style="list-style-type: none"> • We cannot write immigration supporting letters • We cannot speed up home Office decisions • Those with No Recourse to Public Funds cannot apply for UK benefits • We cannot find work for Asylum Seekers with no permission to work in the UK
Legal Advice	

There are some services that provide free/low-cost legal advice for the issues below:

Inclusion	Exclusion
<ul style="list-style-type: none"> • Benefit application appeals • Disputed debt • Housing disrepair (private tenants) • Employment • Tax • Family 	<ul style="list-style-type: none"> • Immigration • Criminal law • Defamation • Complex property matters • Wills & probate • Leasehold and service charge matters

Person Specification			
Competency	Essential	Desirable	Assessment
Qualifications	<ul style="list-style-type: none"> ▪ University degree and professional qualification or two years of 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 East London specific knowledge of the common thread 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 voluntary sector services ▪ Prior experience in outreach and 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 working with people suffering from mental health issues ▪ 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, One Drive RIO and other NHS SYSTEMS (Training will be given) 	<p>BAME (Black and minority ethnic) community</p> <ul style="list-style-type: none"> ▪ Experience working with voluntary sector partners in Newham 	
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> ▪ Be inquisitive and solution focussed ▪ Be responsive and flexible ▪ Good time management skills ▪ Meticulous with record-keeping and report writing ▪ 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 and Mind in Tower Hamlets Bromley by Bow Centre 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 Aston-Mansfield ▪ Willing to hot desk across different sites 		