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| **Job Description** |

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| **Job Title:** | Mental Health Community Connector |
| **Salary:** | £28,998 (FTE) (pay award pending) |
| **Hours of work:** | 30-37 hours per week |
| **Responsible to:** | Team Service Manager |
| **Responsible for:** | Nil staff |
| Job Purpose:   1. Assist patients identified by clinical practitioners to access support from local VCS organisations and statutory services to meet their mental health and wellbeing needs. 2. Provide personalised support to individuals, their families and carers to take control of their wellbeing, increasing capability and motivation to improve their mental and physical health outcomes. Co-produce a personalised support plan to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services. 3. Draw on and increase the strengths and capacities of local communities, enabling local VCS organisations and community groups to develop their provision. Ensuring they are supported to have appropriate policies and procedures in place to provide impactful opportunities for individuals to develop friendships, a sense of belonging, and build knowledge, skills and confidence, particularly in relation to mental and physical health & wellbeing. 4. Work together with all local partners to collectively ensure that local VCS organisations and community groups are sustainable and that community assets are nurtured, by making them aware of small grants or micro-commissioning if available, including providing support to set up new community groups and services where gaps are identified in local provision. | |
| **Main Duties and Responsibilities**  **A - Referrals**   1. Promote social prescribing – the referral pathway for patients to access support from local VCS organisations, its role in self-management, and addressing the wider determinant of health. 2. Build relationships with key staff in clinical settings, including local Primary Care Networks, local Foundation Trusts or NHS teams embedded within community settings. Attend relevant clinical and multi-disciplinary meetings, becoming part of a wider integrated team, giving information and feedback on patient progress as well as raising awareness of sources of VCS-based support. 3. Seek regular feedback about the quality of service and impact of social prescribing on patients and stakeholders. 4. Be proactive in promoting awareness of the service and connecting with all local communities.   **B – Provide personalised support**   1. Meet people on a one-to-one basis in an appropriate location where they feel comfortable to engage in conversation focusing on ‘what matters to me’. Build trust with the person, providing non-judgemental support, respecting diversity and lifestyle choices. Work from an asset-based approach focusing on a person’s strengths. 2. Be a friendly source of information about wellbeing and prevention approaches. Help people identify the wider issues that impact on their mental and physical health and wider wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities. 3. Adopt a person-centred approach by working with the person, their families and carers and consider how they can all be supported through accessing services and community-led support, including identifying and overcoming barriers to participation. 4. Work with individuals to co-produce a simple personalised support plan – based on the person’s priorities, interests, values and motivations – including what they can expect from the groups, activities and services they are being connected to and what the person can do for themselves to improve their physical health and wellbeing. 5. Support and motivate people to participate in community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.   **C – Support community groups and VCS organisations**   1. Forge strong links with local VCS organisations, community and neighbourhood level groups, utilising their networks and building on what’s already available. 2. Ensure that local community groups and VCS organisations being referred to have procedures in place for ensuring that individuals are safe and, where there are safeguarding concerns, work with all partners to deal appropriately with issues. 3. Check that community groups and VCS organisations have appropriate policies and procedures in place, support groups to work towards this standard before referrals are made to them. 4. Support local groups to act in accordance with information governance policies and procedures, ensuring compliance with the Data Protection Act.   **D – Work collectively with all local partners to ensure community groups are strong and sustainable**   1. Support local partners and commissioners to develop new groups and services where needed, through small grants for community groups, micro-commissioning and development support. 2. When appropriate, encourage people who have been connected to community support through social prescribing to volunteer in order to build their skills and confidence, and strengthen community resilience. 3. Encourage people, their families and carers to provide peer support and to do things together, such as setting up new community groups or volunteering.   **General Duties and Responsibilities**   1. Work closely with clinical colleagues to ensure that use of Electronic Patient Record system adheres at all times to required procedures and comply with data protection legislation, patient confidentiality standards and Data Security& Protection protocols. 2. Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities. 3. Work with your line manager to access regular ‘clinical supervision’, to enable you to deal effectively with the difficult issues that people present. 4. Work as part of the team to seek feedback, continually improve the service and contribute to business planning. 5. Adhere to organisational policies and procedures including (but not limited to) confidentiality, data protection, safeguarding, lone working and health and safety. 6. To undertake any roles or tasks that are consistent with the level of the post and fall within the scope of the role, thereby ensuring that the overall business and operational priorities of the project are delivered in a timely and effective manner.   **Whilst every effort has been made to outline all the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Also, the post holder may, from time to time, be asked to undertake other reasonable duties commensurate with the grading of the post.** | |
| **In addition** to undertaking the duties as outlined above, the post holder will be expected to fully adhere to the following:  **1. Equality**  Act in accordance with the organisation’s Equality Policy, which is designed to prevent discrimination of any kind, and ensure equality of opportunity is a key principle that is continually embraced.  **2. Operational**  Ensure that all duties are carried out in line with the organisation’s health and safety, operational, performance management, personnel, data protection, and financial regulations policies and procedures.  **3. Corporate Image**  Adopt a professional image at all times. Adhere to and understand working practices as part of a quality assured organisation.  **4. Confidentiality**  Maintain absolute confidentiality with regard to the organisation’s information and procedures, in particular following guidelines set for Information Governance and General Data Protection Regulations. | |