

Role Profile: Community Connectors – Complex Needs Team
(Mental Health Resilience Workers)

Job Purpose

This role will involve working as part of a multi-disciplinary team with statutory, third sector and NHS colleagues to support clients who are suffering from moderate to severe mental health difficulties. You will need to have experience working with those suffering with mental health illness as well as being able to demonstrate in depth knowledge of the services, support networks and local resources that may assist in improved outcomes for those dealing with complex and enduring mental health issues. An interest in working with complex needs and EUPD is essential as this role will be working as part of the complex needs teams across Bedford, Central Beds and Luton.

Job no:	431
Closedown:	Ongoing until filled
How to apply:	Download Mind BLMK’s Employment Application form from the website (www.mind-blmk.org.uk) and submit completed application to recruitment@mind-blmk.org.uk
Start date:	asap
Job title:	Community Connector
Working Base/Area:	Based in either Bedford, Central Bedfordshire and Luton
Reports to:	Project Support Manager
Job purpose:	To work as part of an integrated mental health offer to support people with emotional, social and practical needs to access a range of local, non-medical and non-clinical services, to improve confidence, social inclusion and independence
Contract type:	Permanent
Salary:	£19,800 per annum
Contracted hours:	37 hours per week
Working days:	Monday to Friday
Working hours:	7.4 hours per day
Flexibility required:	Occasional evenings and/or weekends to attend events/meetings
Checks needed:	Enhanced DBS and 2 satisfactory references

Job Description

Service Delivery

- To support individuals accessing the service by utilising in-depth knowledge of the local voluntary and community services and networks in your respective area.

- Enable people to turn their assessed and co-produced plans and goals into actions by facilitating access and connecting them with the appropriate services.
- Enable people to access community resources which may include accompanying them.
- Offer support, guidance and help where possible to people to gain confidence, overcome initial fears and seek solutions to any barriers inhibiting attendance.
- Take a holistic approach, based on the individuals' priorities and wider determinants of health that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
- To work as part of an integrated team to ensure the best outcomes for each person accessing the service.
- Identify and build good working relationships with the community groups, relevant services and activities for partnership work and signposting as well as keep updated information about them.
- Carry out health and safety responsibilities as directed by the Project Support Manager in line with Mind BLMK's H&S policies, procedures and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).
- Record and report activity using a range of data systems, including inputting data into clinical systems in a safe and effective manner.
- To ensure the service delivers outcomes which supports individuals with mental health and wellbeing needs and achieves the services KPIs.

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- When required and as directed by the Project Support Manager, represent Mind BLMK to ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.

General

- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Encourage and support client engagement with Mind BLMK through the influence and participation process, Guarantor Membership, and training opportunities.
- Attend and contribute to meetings relevant to the role (own supervision, appraisal, staff, peer group, AGM and external as required).
- Commit to and complete training and qualifications identified for the role in line with organisational need, Workforce Development and Training policies and procedures.

Person Specification	Essential/ Desirable
Experience	
Working with people to improve their mental health and wellbeing	E
Assessing clients needs and potential risks	E
Working within a small service within a wider organisation, including delivering a service against performance targets.	E

Using a dedicated database/system for recording of and reporting service data.	D
Skills, abilities and knowledge	
Evidence of good interpersonal skills and an ability to form relationships with service users	E
Establish and maintain constructive working relationships with a wide range of people.	E
Knowledge of local community activities and leisure facilities.	E
Promoting a service.	E
IT (MS Outlook, Word and Excel and internet).	E
Good literacy and numeracy skills.	E
Good communication, motivational and negotiation skills.	E
Ability to travel between locations using own or public transport.	E
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E

Entitlements/benefits:

Annual Leave	23 days (pro rata)
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer and Mindful Employer Plus signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)