

## Role Profile: **Community Connectors (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. The ability to be adaptable, work independently and the resilience to work in some challenging environments are key attributes for this role.

<b>Job no:</b>	626
<b>Closedown:</b>	<b>5pm on 27<sup>th</sup> January 2025</b> ( <i>we reserve the right to close this advert early if enough suitable applicants apply</i> )
<b>How to apply:</b>	Download Mind BLMK's Employment Application form from the website ( <a href="http://www.mind-blmk.org.uk">www.mind-blmk.org.uk</a> ) and submit your completed application to <a href="mailto:recruitment@mind-blmk.org.uk"><b>recruitment@mind-blmk.org.uk</b></a>
<b>Start date:</b>	ASAP
<b>Job title:</b>	Community Connector
<b>Working Base/Area:</b>	Amphill
<b>Reports to:</b>	Service Manager (Blended Teams)
<b>Job purpose:</b>	To work as part of an integrated, blended 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.
<b>Contract type:</b>	Permanent
<b>Salary:</b>	£24,720 per annum
<b>Contracted hours:</b>	37 hours per week
<b>Working days:</b>	Monday to Friday
<b>Working hours:</b>	7.4 hours per day
<b>Flexibility required:</b>	Occasional evenings and/or weekends to attend events/meetings
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references.

### Job Description

### Service Delivery

- Assess suitability for community connection support as part of a blended team approach and support individuals to access the service by utilising in depth knowledge of local voluntary and community services and networks in your respective area
- To work with individuals to coproduce a plan to address their mental health and wellbeing goals. Am enable people to achieve these goals through facilitating access and connecting with appropriate resources
- 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.
- Competently work as part of a blended team, under direction from Mind BLMK and ELFT, working with independence and in an agile way to support people with complex mental health challenges
- 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.

## **PR**

- Represent Mind BLMK and ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build effective working relationships with relevant external contacts, partners and local services.
- Oversee and ensure effective financial processes are implemented as required for the function and in line with Mind BLMK's financial policies, procedures and guidance (costings, quotations, records, invoicing, agreements, budget management, authorising expenses).

## **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.
- Attend and contribute to meetings relevant to the role (Business Development, own supervision, appraisal, staff, peer group, SIG, AGM, and external as required).

- Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

<b>Person Specification</b>	<b>Essential/ Desirable</b>
<b>Experience</b>	
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
<b>Skills, abilities and knowledge</b>	
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 and public transport, business insurance.	E
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E

### **Entitlements/benefits:**

<b>Annual Leave</b>	25 days (pro rata)
<b>Bank Holidays</b>	All (pro rata) as per April to March for each year – usually 8
<b>NEST pension scheme</b>	Auto-enrolment (employer contributes 3%, employee contributes 5%)
<b>Health Plan</b>	Optional
<b>Employee Discount Schemes</b>	Discounts available through Blue Light Card & Tickets for Good
<b>Learning and Development</b>	In-house and external as appropriate for the role.

<b>Flexible Working</b>	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
<b>Disability Confident Employer signatory</b>	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
<b>Mindful Employer signatory</b>	Mind BLMK has been committed to the Mindful Employer charter since 2008 ( <a href="http://www.mindfulemployer.net">www.mindfulemployer.net</a> )