Job Description

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| **Post** | **Mental Health Community Connector (Primary Care)** |
| **Location** | **Based at Cambridge office – covering Ely Primary Care Network** |
| **Line Manager** | **Community Connector Service Manager** |
| **Hours** | **Full-time: 37.5 hours per week** |
| **Contract Term** | **Fixed Term Contract to 31st March 2026** |
| **Salary** | **Salary scale 15, £27,113.00 per annum (full-time)** |
| **Main Objective** | Mental Health Community Connectors will be part of a team providing additional capacity to GP Practices across Cambridgeshire. They will provide time-limited support to individuals experiencing moderate to severe mental health issues, particularly those facing loneliness and/or social isolation. This role will support individuals to:   * Develop a personalised, strengths-based plan for improving mood, increasing independence, and developing circles of support. * Access services and other community-based activity, focusing on specialist support, hobbies, interests, education, volunteering and employment opportunities. * Reduce health inequalities by addressing the wider determinants of health such as debt, poor housing and physical health issues.   This role will also support Primary Care colleagues by:   * Building skills and knowledge around responding to individuals experiencing mental health issues. * Supporting holistic, integrated approaches to patient care. |

**Our Vision**

Our vision is a society in which everyone has positive mental health and feels part of a connected community.

**Mission**

Our mission is to:

* support those with poor mental health to live well, whatever that means for them
* enable people to maintain positive mental health, especially those who are going through tough times
* inspire connections and eliminate stigma within our communities for the benefit of everyone’s mental health

**Values**

Our values are central to everything we do. They define us as an organisation.

* **Respect**
* **Empowerment**
* **Inclusivity**
* **Integrity**
* **Courage**
* **Compassion**

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| **Specific Duties and Responsibilities** |
| * To develop trusting relationships by giving individuals time to think about what is important to them. * Work collaboratively with individuals to develop a personalised plan to improve mental health and wellbeing. * Provide flexible, holistic, strengths-based support and encouragement, focused on promoting community connection, independence and resilience. * Provide individuals with connections/’warm handovers’ and, where appropriate, face to face introductions to appropriate statutory services and community-based services, activities and opportunities * Support individuals to navigate services available around issues such as housing problems, finances/benefits, physical illness/disability, and drugs & alcohol concerns as appropriate. * Provide information and support around self-help resources, empowering individuals to build a ‘toolkit’ of positive strategies that work for them. * Work collaboratively with Primary Care colleagues, promoting the Community Connector role and the benefits to patients and practice capacity; building trusted relationships via informal conversation and regular updates on service activity and outcomes. * Attend PCN Team events and relevant multi-disciplinary meetings, supporting integrated working whenever possible. * Provide evidence-based information and resources to support Primary Care colleagues around responding to individuals experiencing mental health issues. * Build positive relationships across statutory services and the wider community, creating a network of people who may offer support in an integrated way. * Work as a collaborative member of the County-wide Community Connector Team, supporting colleagues, sharing learning and participating in service development. * Be an exemplar for strengths-based collaborative working, demonstrating the values of CPSL Mind throughout your role. |
| **General Responsibilities** |
| **Equality**   * Promote the equality, diversity and rights of others by ensuring people are respected and valued as individuals. * Ensure equal access to services, that people are treated with dignity and without discrimination. |
| **Quality**   * Work within all CPSL Mind’s policies and procedures at all times, with specific reference to the Safeguarding and Child Protection policies. * Implement quality assurance systems in line with within CPSL Mind. * Comply with quality systems in line with Mind Quality Standards. * Reflect CPSL Mind commitments as a “learning organisation”. * Have due regard for health and safety and security in the workplace and contribute to raising awareness. |
| **Services**   * Maintain a strength-based service which recognises and celebrates the talents and abilities of the individuals accessing the service. * Maximise the potential for genuine co-production of service delivery wherever possible * Take a dynamic approach to risk assessment and mitigation. * Work collaboratively with individuals and other services as necessary in situations where an individual feels unsafe, and escalate as appropriate. * Liaise with the other mental health services, such as Primary Care Networks, Social Prescribers and community groups across Cambridgeshire as required. |
| **People**   * Recognise and respect the role of co-producers as equal partners. * Create productive working relationships within CPSL Mind and with partner agencies. * Identify individual development needs to continually improve performance and knowledge. * Develop personal skills to improve performance and knowledge. |
| **Performance**   * Follow agreed work plans and monitoring and evaluation methods, ensuring that reports on performance are available. * Actively participate in all training relevant to the delivery of this role. * Participate in regular line management one to ones and annual appraisals. * Actively participate in regular reflective practice/supervision group sessions. |
| **Resources**   * Ensure that equipment and materials are available to achieve service outcomes. * Pro-actively manage limited resources. |
| **Information**   * To keep up to date notes and records in relation to support and activities provided and input into our database in a timely way. * To provide data, stories and other evidence in relation to the insight report. * Manage all data in accordance with the provisions of all current Data Protection legislation.   **Self Care**   * Pro-actively manage own mental health and wellbeing, seeing line management support as required. |

**Person Specification**

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| **Competency** | **Essential** | **Desirable** |
| Experience of working with people experiencing moderate to severe mental health issues. | 🗸 |  |
| Experience of strengths-based approaches to supporting people to set and work toward goals in the community. | 🗸 |  |
| Proven ability to build equitable and collaborative relationships. |  | 🗸 |
| Understanding of risk management, protection of vulnerable adults and child protection | 🗸 |  |
| Values-based practice | 🗸 |  |
| Strong communication skills with demonstrable active listening skills. | 🗸 |  |
| Self-aware with ability to manage own wellbeing. | 🗸 |  |
| Highly organised with ability to manage large caseload and competing priorities, working on own initiative to prioritise and respond flexibly. | 🗸 |  |
| Experience of data collection, for evaluation and research purposes |  | 🗸 |
| Good IT skills and experience of using a database to accurately record sensitive data. |  | 🗸 |
| Experience of using clinical systems (SystmOne) |  | 🗸 |
| Creative approaches to engaging and motivating, demonstrating strong interpersonal skills. | 🗸 |  |
| Knowledge and experience of best practice in relation to community engagement |  | 🗸 |

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| Post Holders Signature  Print Name |  | Date: |  |
| Line Managers Signature  Print Name |  | Date: |  |