

April 2019

Dear Applicant

Community Connectors x 2 (Social Prescribing)
(fixed term contract to April 2020)

Thank you for your interest in the above positions.

These posts work in partnership with Humber Teaching NHS Teaching Trust on their Social Prescribing contract. One post will cover the Holderness area and the other Haltemprice/Goole.

Hull and East Yorkshire Mind believes that everyone experiencing a mental health problem deserves both support and respect. We aim to challenge stigmas and strengthen communities. Can you help us to make this happen?

People's health is determined primarily by a range of social, economic and environmental factors. Social Prescribing seeks to address people's needs in a holistic way and support individuals to take greater control of their own health.

The project can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports. Your role is to empower, motivate and support people to access such community resources to improve the person's health and wellbeing.

The successful Community Connectors will work in direct partnership with NHS Community Link workers, who are based in local GP practices, to ensure practical aspects of support plans are achieved outside of Link Worker appointments.

The successful candidate will need to have well developed IT skills to ensure the safe and effective use of System 1 clinical data management system and a commitment to meet all required training competencies, including Humber Teaching Trust statutory and mandatory training. You should also be a confident and outgoing person.

This is an opportunity to get out into the community to promote mental health.

Closing date is Monday, 22 April 2019.

Yours faithfully

Will Adam
Operations Manager

JOB DESCRIPTION

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| JOB TITLE: Community Connector (Social Prescribing) |
| LOCATION: Main office base will be as stated in employment contract. The post holder will also be required to work at various other sites and travel within the East Riding area. |
| SALARY: £15,796 per annum |
| HOURS: The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays. |
| REPORTS TO: Team Lead |
| OVERALL PURPOSE OF THE JOB Working for Hull and East Yorkshire Mind on behalf of Humber Teaching NHS Foundation Trust, you will be expected to foster effective working relationships with the people you support and NHS Community Link workers in order to enable successful completion of mutually agreed support plans as part of local Social Prescribing provision. You will work in direct partnership with NHS community Link workers who are based in local GP practices, to ensure practical aspects of support plans are achieved outside of Link Worker appointments. |
| ROLE RESPONSIBILITIES <ul style="list-style-type: none">• Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times.• Utilise its in depth knowledge of the local voluntary and community services and networks within respective areas• To enable people to access community resources which may include accompanying them.• To enable people to turn their assessed and co-produced plans and goals in to actions by facilitating access and connecting them with the appropriate services following the completion of a full health assessment with a link worker.• Offer support, guidance and help were possible for people to gain confidence, overcome initial fears and seek solutions to any barriers inhibiting attendance.• Adhere to pre written risk assessments ensuring own personal safety.• Plan your diary to optimise the delivery of support and activities.• Build trusting and supportive relationships with the people who use our services.• Maintain positive relationships with people to encourage acceptable behaviour.• Raise concerns for people's safety and work with colleagues to devise plans to intervene to protect people from harm.• Work with colleagues to ensure consistent support is provided to everyone.• Manage your own workload, reporting any issues of concern to your Line Manager.• Complete reports to your manager detailing activities taking place during your support sessions if required.• Recording and reporting activity using a range of data systems, including inputting an individual's data into a clinical system in a safe and effective manner• Partake in service developments to maximise people's experience and accessibility |

- To identify existing provision, opportunities and service gaps for local development and communicate this information to the relevant department at East Riding of Yorkshire Council.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

There is an expectation that all Community Connectors will ensure they meet all required training competencies, including Humber Teaching Trust's statutory and mandatory training.

In addition to the contents of this job description, employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of your role within the organisation and the overall business objectives of the organisation.

Person Specification

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

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| Job Title: | Community Connector (Social Prescribing) | Created: | April 2018 |
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| Area | Criteria | Essential | Desirable |
|---------------------|--|-----------|-----------|
| Key knowledge | Working knowledge of behaviour change, emotional wellbeing and key public health issues | ✓ | |
| | Of how to intervene effectively to support people who use our services | ✓ | |
| | Of local service provision, health needs and issues across the East Riding | ✓ | |
| | Of Health & Safety, risk management, lone working and personal safety | | ✓ |
| | Willingness to undertake further academic development | | ✓ |
| Relevant experience | Proven experience of working well on own initiative and as part of a team | ✓ | |
| | Demonstrable experience of working within community service settings, areas of isolation, rurality and deprivation | ✓ | |
| | Previous experience of working within public health related services | | ✓ |
| | Of supporting social, leisure and personal development opportunities for people | | ✓ |
| Key competencies | Organisational Awareness Knowledge of Hull and East Yorkshire Mind | | ✓ |
| | Planning and Organising Able to plan and prioritise own workload to ensure client needs are met | ✓ | |
| | Communicating and Managing Relationships Ability to develop good working relationships with our clients where they feel respected. | ✓ | |
| | Highly developed written and verbal communication which is tailored to the needs of the target audience | ✓ | |

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| | Responding to Pressure and Change Demonstrates resilience when faced with emotionally charged issues and stays calm if under pressure | ✓ | |
| | Responds flexibly and positively to changing needs | ✓ | |
| | Decision Making and Problem Solving Able to make decisions without unnecessarily referring to others, based on the information available | ✓ | |
| | Demonstrable ability to apply practical problem solving and common sense to a variety of problems | ✓ | |
| | Client Focus Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary | ✓ | |
| | Has a non-judgmental approach with the ability to demonstrate compassion and empathy whilst working within professional boundaries with the people who use our services. | ✓ | |
| | Evidence of the ability to motivate people to meet their personal goals and lead a more fulfilling life | ✓ | |
| Additional requirements | Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region. | ✓ | |
| | Enthusiastic with a high degree of personal motivation | ✓ | |
| | Ability to work flexibly, hours of work may be between 8am until 8pm Monday to Friday with weekend and bank holiday working | ✓ | |
| | Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems and effectively input clinical data and information relating to an individual | ✓ | |
| | Have, or be working towards an NVQ/BTEC Level 2/GCSEs in a relevant discipline or similar qualification, eg health and social care, information, advice and guidance, or have relevant experience | | ✓ |

Our Values

Respect - Accepting all others, respecting their beliefs needs and wishes

Compassion – Being compassionate towards people and each other, promoting wellbeing for all

Safe - Delivering services with honesty, professionalism and accountability within a framework of an enterprising and sustainable business model

Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established voluntary sector organisation with over 40 years of experience delivering services in Hull and the East Riding of Yorkshire, and more recently in North East Lincolnshire.

Hull and East Yorkshire Mind is affiliated to the Mind network made up of over 130 organisations across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and community. As a charity and a housing association, we have an ambitious vision for the future in which we will not give up until everybody experiencing a mental health problem gets both support and respect.

Hull and East Yorkshire Mind provides a range of services, including advice, counselling, group support, personal budgets and housing for adults, young people and children across East Yorkshire.

We have a flexible and motivated workforce of over 90 staff, with 100 active volunteers and a number of social work students on placement. We are governed by a strong Board of Trustees with a wide range of experience.

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem. We also have to share the stories of recovery as widely as we can to inspire others and show that recovery, if not cure, is almost always possible.

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.