



Job Description

Healthy Minds Service

Job Title:	Senior Community Connector
Salary:	£17,709 per annum
Location:	Mid and South Essex
Hours:	22.5 hours per week, permanent (the post holder will be expected to work flexibly to meet service need)
Annual Leave:	35 days inclusive of bank holidays
Line Management:	Healthy Minds CC Manager
Accountable to:	Manager of Sub-Contracted Staff Chief Executive Officer Board of Trustees
Summary:	<p>Healthy Minds is a flexible, accessible, and person-centred community mental health and wellbeing service that promotes early intervention, resilience, and social connection for adults with emerging or non-clinical mental health needs, reducing the risk of escalation and supporting individuals to manage their mental health effectively within their community.</p> <p>The aim of the service is to support self-management with the intervention being related to identification of the local offers which support personalised goals – reducing health inequalities by addressing the wider determinants of health such as debt, poor housing and physical inactivity.</p>
Our Charity Values are at the heart of everything we do:	<ul style="list-style-type: none"> • We are stronger together • We never stop learning • We put people first. • We speak up for what is right.

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| | <ul style="list-style-type: none">• We demand better for mental health. |
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Main Duties and Responsibilities

Communication

- To effectively engage people using face to face and digital means, making home visits where appropriate within the organisation's policies and procedures.
- To positively promote the understanding that the service user is in control of the pace of their recovery journey and its route.
- To provide information in a way that service users can understand so that they can make informed choices about their recovery and the options available.
- To develop effective, positive, and respectful working relationships with service users, carers, and professionals.
- To build relationships with Integrated Neighbourhood Teams (INTs) communities, to ensure awareness of current and changing offers.
- To raise awareness of mental health and wellbeing and break down stigma and fear among members of the community through promotional events and networking/ engagement with other voluntary, community, faith and social enterprise (VCFSE) and statutory organisations.
- To participate in multi-disciplinary/ agency team meetings.

Interventions

- To receive, screen and process referrals from Mental Health Practitioners and professionals in Primary and Secondary Care.
- To manage a caseload of service users, including people with complex needs and long-term conditions.
- To give service users time to tell their stories and focus on 'what matters to me'.
- To provide non-judgmental support, respecting diversity and lifestyle choices.
- To adopt a preventative, recovery-focused approach that promotes independence and resilience.
- To help service users identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, unemployment, loneliness and caring responsibilities.
- To work with service users to co-produce a simple personalised wellbeing plan (including crisis/safety planning) – based on the person's priorities, interests, values and motivations.
- To deliver approaches which engage with service users in a bounded manner, to enable them to access an appropriate range of support.

- To signpost service users and / or facilitate referrals to community-based services and activities, including peer support, health, social, leisure, employment and training opportunities.
- To provide emotional, social or practical help to enable confidence building and action towards the personalised goals e.g. making contact with services and/or supporting someone to get to the first session.
- To empower and enable service users, in a non-directive, non-prescriptive way, to discover and make use of their own strengths; building coping strategies and meaningful social connections.
 - To ensure all relevant information about service user's support or level of risk that gives cause for concern is escalated to the Healthy Minds CC Manager and Safeguarding Lead.
 - To establish that service users have been contacted by/engaged with community support (as per wellbeing plan) and review progress where possible, using the agreed outcome measurement tool, prior to discharging from caseload.
 - Compile case studies and gain appropriate consent for use.

Quality

- To maintain accurate electronic case records and administrative systems.
- To ensure the effective delivery of activity and quality standards to meet service specifications.
- To collect and collate data/ information effectively for the purpose of audit, research and service performance and draft written reports where required.
- To work effectively on own initiative and as part of the integrated mental health team; providing day to day operational support to Peer CCs.
- To assist in the monitoring of the quality of the service and the outcomes required by the service.
- To encourage service users, carers and other stakeholders' involvement in raising awareness, service design and evaluation.
- To present a positive image of Healthy Minds and Thurrock and Brentwood Mind.

Risk Assessment

- To understand the range of risks potentially faced by service users.
- To act responsively and responsibly to manage service users' crisis situations; signposting/referring to NHS crisis pathway 111 option 2.
- To champion safeguarding, addressing and escalating concerns and informing Manager of high risk.
- To co-ordinate service user risk management plans relating to safeguarding adults and children and maintain an accurate record of risk, actions taken and investigations.

- To identify potential risks within the service and communicate and manage risk and safeguarding issues effectively.
- To work with service users, families, and members of the multi-agency team to plan, monitor and review the effectiveness of service users' risk management plans.

To undertake duties below as required/delegated by Manager:

Engagement and Coproduction

- Facilitate regular engagement sessions and lived experience panels to ensure current, former, and potential service users and carers have an active role in service design and development.
- Co-produce service improvements and new initiatives with individuals who have lived experience of mental health challenges.
- Develop inclusive engagement strategies to ensure representation from underrepresented groups within the referred population, including ethnic minorities, LGBTQ+ communities, and those facing socio-economic disadvantage.
- Build and maintain relationships with community organisations and leaders to support culturally sensitive outreach and engagement.

Service User Evaluation, Feedback and Showcasing Outcomes

- Analyse feedback and outcome measurement scores to identify trends, gaps, and opportunities for service improvement.
- Compile and present anonymised case studies and outcome stories to demonstrate service impact and effectiveness, ensuring appropriate consent is obtained for sharing.

Promotion, Social Media Content and Enhancing Digital Offer

- Create and schedule engaging social media content that promotes mental health awareness and highlights Healthy Minds service activities.
- Collaborate with the Marketing, Communications and Engagement (MCE) Lead to develop digital campaigns aligned with national awareness days and local priorities.
- Support the creation of digital resources—such as videos, blogs, and infographics—that enhance the service's online offer and support referred service users.

Young Adults

- Collaborate with youth-focused services and professionals to coordinate care and address the specific needs of referred young adults.

- Act as a point of information for colleagues, enabling them to signpost or refer young adults to relevant community groups, activities, and resources.

Standard Clauses

- To work in accordance with Basildon's Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- To promote awareness of and commitment to the Organisation's Equality and Diversity policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both service users and staff is kept accurate, confidential, secure and in line with Data Protection 2018, and the UK GDPR and Physical and Environmental Security and Confidentiality Policies
- Actively support and promote Basildon's Mind's fundraising activities as part of day-to-day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

Person Specification

Senior Community Connector

	Essential	Desirable
Qualification	Good English, numeracy and digital skills, supported by relevant education or equivalent experience	Level 4 in Health and Social Care, Counselling level 4/5 or equivalent qualification
Experience	<p>Significant experience of working with people with mental health problems</p> <p>Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work)</p> <p>Experience of working with a multi- disciplinary team</p> <p>Undertaking day-to-day operational duties and managing a caseload (including risk assessment and safety planning)</p> <p>Using a person-centred, strength-based, approach and appropriate interventions to improve service users’ understanding of their wellbeing, build resilience, increase self-esteem and confidence, and manage their emotions</p> <p>Collating information/data; generating qualitative and quantitative reports; monitoring performance against service targets</p>	<p>Working with unpaid carers</p> <p>Working in the voluntary/ community and statutory sector and have an understanding of the mechanisms for accountability</p> <p>Co-producing personalised wellbeing and safety plans</p> <p>Using a co-production approach to service design and development</p> <p>Engaging service users, carers and stakeholders in service design and development</p> <p>Group facilitation</p>

<p>Skills & Abilities</p>	<p>Effective administrative, organisational, and problem-solving skills</p> <p>Excellent verbal and written communication and interpersonal skills and ability to work with people in ways that are clear, considerate and understandable</p> <p>Ability to maintain appropriate professional boundaries, including an understanding of the principles of confidentiality</p> <p>IT literacy using a range of current and relevant packages and proficiency communicating via digital means; e.g. telephone, email, text, Zoom and Microsoft Teams</p> <p>Ability to work effectively in collaboration and partnership both within and outside the organisation</p> <p>Ability to keep accurate case notes and statistical information</p> <p>Ability to work unsupervised and on own initiative and make sound decisions</p> <p>Ability to prioritise effectively and time manage</p>	
<p>Knowledge</p>	<p>Mental health issues and the impact of social factors</p> <p>Understanding of how service users can be empowered to influence or take control over the decisions which affect their lives</p> <p>Knowledge of what is available within Mid and South Essex to support people in their recovery - voluntary, community, faith and social enterprise (VCFSE) and statutory organisations.</p>	<p>Understanding of the Five Ways of Wellbeing</p>

	<p>Understanding of safeguarding issues and procedures, risk management and health and safety</p> <p>Knowledge of current legislation including the Care Act, Mental Health Act and Equality and Diversity principles</p> <p>A strong awareness and understanding of when it is appropriate or necessary to refer people to other health professionals/ agencies, when what the person needs is beyond the scope of the role – e.g. when there is a mental health need requiring a qualified practitioner.</p>	
<p>Other Requirements</p>	<p>Commitment to ‘living our values’ in everyday work (see above)</p> <p><u>Must have</u> use of own vehicle for business purposes and willingness/ ability to travel within Mid and South Essex as required by service/ requirements of post</p> <p>Flexible working to meet the needs of the service</p> <p>Commitment to openness, honesty, inclusiveness, and personal integrity when dealing with others</p> <p>Commitment to reducing health inequalities and ensuring accessibility for people from all communities</p> <p>Enthusiastic and motivational, with a strong ‘can do’ attitude</p> <p>Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others</p>	

	Compassionate, caring, trustworthy, reliable, and passionate about mental health	
Job Holder	Signature:	
	Date	
Manager	Signature	
	Date	