



JOB DESCRIPTION



JOB TITLE:	Wellbeing Matters Community Connector (Mental Health Inpatient Support)
PLACE OF WORK:	Meadowbrook Unit – a specialist adult mental health inpatient facility at Salford Royal Hospital and other community locations
HOURS OF WORK:	35 hours per week (full time) Initial 18 month fixed term contract
SALARY:	£30,328 per annum (NJC scale pt19 pro-rated to 35 hours)
RESPONSIBLE TO:	Development Manager
HOLIDAYS:	Annual entitlement is 28 days paid holiday accrued on a monthly basis plus statutory public holidays.
PENSION:	For staff who are eligible, we will operate a contributory pension scheme into which you will be auto-enrolled (subject to the conditions of the scheme). The Charity will contribute a minimum of 5% towards the auto enrolment pension.
TRADE UNION:	START does not currently recognise a trade union, however you have the right to join or not to join a trade union of your choice.
PROBATIONARY PERIOD:	This post is subject to a probationary period of 6 months.
OTHER CONDITIONS:	The post is not available for job share. There will be an induction period of 4 weeks. Grievance and disciplinary procedures are laid down in the organisation's policies
JOB PURPOSE:	The Community Connector post will be an asset within GMMH and Salford Royal Hospital providing education to staff and patients on pathways into community provision to support discharge from hospital. The Community Connector will work with patients to ensure access to community support, activities and services that enable individuals to be discharged appropriately. They will work as part of the team planning and facilitating the discharge of individuals from the Meadowbrook unit at GMMH, Salford Royal Hospital. Working as part of the Wellbeing Matters programme the Community Connector will be part of the integrated, multi-disciplinary operational team within the Meadowbrook Unit, a specialist adult mental health inpatient facility at Salford Royal Hospital and managed by Greater Manchester Mental Health NHS (GMMH).

JOB PURPOSE CONT'D:

This role will support individuals to access local groups and activities based on their goals, adopting a strengths-based approach to ultimately help them improve their health, wellbeing and connection to their community.

The post holder will work with Salford residents referred to the Wellbeing Matters Community Connector by colleagues from the Meadowbrook Clinical team; this will include Occupational Therapists and Support Time and Recovery (STR) workers. The Connector will work with the team to ensure 'warm' handovers, as well as to identify and develop appropriate opportunities to meet people's needs.

This new role will work closely with stakeholders to design, run and review test-of-change activities that support continuous improvement.

Main Tasks and Responsibilities

- Develop positive working relationships and accept referrals for Salford residents from the GMMH Meadowbrook multi-disciplinary team.
- Develop and maintain good communication with people accessing the programme to ensure that their strengths, goals and preferences as individuals are met and connect them to relevant services and opportunities within their community to achieve these using assertive engagement.
- Manage a caseload of clients, developing and maintaining effective working relationships with key relevant community-based service providers to ensure effective and smooth onward referrals e.g. other local voluntary, community and social enterprise groups and organisations.
- Adapt to the changing requirements and circumstances of those on the caseload as they reach specific and agreed milestones in their recovery.
- Provide assessments for individuals accessing the Wellbeing Matters programme using tools to focus on what matters to the individual and monitor progress such as SWEMWBs.
- Develop a shared understanding and definition of services and organisations across Salford and at Salford Royal Hospital in collaboration with Wellbeing Matters Community Connectors working within acute wards of the hospital.
- Liaise with the wider Wellbeing Matters' team of neighbourhood Community Connectors and Development Workers to ensure that clients are able to access appropriate local provision, working under the direction of the Social Prescribing Operations Manager.
- Actively contribute to the mapping of services and activities available to support clients in the community, identify gaps in provision and feed information into Wellbeing Matters delivery team meetings and to the Wellbeing Matters neighbourhood Development Workers.
- Support project development by raising awareness of Wellbeing Matters through training, presentations and event

Main Tasks and Responsibilities cont'd

- As part of the wider social prescribing team, contribute to the development of the service including the development and maintenance quality assurance and improvement systems that monitor standards and support high-quality service delivery.
- Manage own time and workload effectively, whilst also working as part of a team.
- Work in accordance with all policies and procedures of START as well as those of the Wellbeing Matters programme.
- Commit to your professional and personal development and attend training or development activities as required.
- Work in accordance with all relevant legislation.
- Engage with regular professional supervision and performance management meetings.
- Take direction and undertake tasks as set by the Wellbeing Matters Operations and Programme Managers.
- Read and understand START's policy documents for Safeguarding children and young people and the Protection of Vulnerable Adults.
- Act upon a duty and responsibility to protect and safeguard children and vulnerable adults. Ongoing training will be provided to enable you to fulfil this responsibility.

Person Specification

Wellbeing Matters Community Connector (Mental Health Inpatient Support)

The successful candidate must be able to demonstrate that they meet the expectations set out below.

Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Essential/ Desirable	Method of assessment
1. Experience		
a. Extensive experience of providing person centred / strength-based support to people facing a range of barriers including emotional and mental health needs	E	A/I/P
b. Experience of successfully collaborating with colleagues within a complex mental health system	E	A/I
c. Of supporting individuals with mental health needs using a flexible approach and being able to deal with unpredictable situations	E	A/I
d. Demonstrable experience of managing a caseload of clients and keeping up to date records using a database	E	A
e. Of working with individuals in different settings to help them define and achieve their goals	E	A/I
f. Of working with a range of agencies and organisations to develop effective working relationships	E	A/I
g. Of working effectively with people who may be in a difficult or emotional personal situation	E	A/I
h. Experience of working with community organisations and groups; and / or within a health and social care setting	E	A/I
2. Knowledge		
a. An understanding of the concept and benefits of social prescribing.	E	A/I
b. Knowledge of the wider mental health system in Salford	E	A/I
c. Knowledge and understanding of the difficulties faced by people who have multiple needs.	E	A/I
d. Understanding of the wider determinants of health and wellbeing	E	A/I
e. Knowledge of the City of Salford (e.g. geography, community groups, services available, local demographics)	D	I
f. Knowledge of the principles of behaviour change, the barriers that individuals may face and techniques for encouraging change	E	A/I
g. An understanding of the importance of Confidentiality and the basics of Data Protection	E	A/I

2. Skills		
a. Good communication and interpersonal skills	E	A/I/T
b. Exemplary IT knowledge and ability, with evidence of successfully managing multiple CRM and clinical data systems	E	A/I/T
c. Ability to support and motivate people to make changes in their lives and promote positive mental health	E	A/I
d. The ability to give positive and constructive guidance that is tailored to the needs of the individual	E	A/I
e. Ability to work as part of a team as well as independently	E	A/I
f. Excellent coordination and organisational skills, including the ability to prioritise and manage a complex, manage multiple tasks and work to tight deadlines.	E	A/I
g. Ability to form partnerships and collaborate across a range of different organisations and agencies	E	T/I
h. Monitoring outputs and outcomes of projects, including - written reports, presentations, case studies, qualitative and quantitative data collection,	E	A
4. Personal		
a. Commitment to equality and diversity	E	A/I
b. Commitment to excellent service delivery	E	A
c. Positive outlook and a 'can do' attitude	E	A/I
d. Personal resilience and flexible attitude in the face of difficulties	E	A/I
e. Self-motivated, creative and energetic attitude to fulfilling a professional role	E	A/I
f. Commitment to the values of START, Salford CVS and the Wellbeing Matters partnership	E	A/I
g. Commitment to completing the NHS England and NHS Improvement online learning programme www.e-lfh.org.uk/programmes/social-prescribing/	E	A/I
h. Able to work flexibly including occasional evenings and weekends	E	A
i. The ability and willingness to travel within Salford	E	A
j. Willingness to undertake a DBS check, if relevant	E	A
k. Clean driving licence and access to a car	D	A / I

START are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We therefore encourage candidates to apply irrespective of age, disability, race, religion and belief, gender identity, sex or sexual orientation.