



**Bromley  
by Bow  
Centre**

## **Bromley by Bow Centre Recruitment Pack**

# **Community Connector (Mental Health)**

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# Bromley by Bow Centre

The Bromley by Bow Centre is a pioneering and vibrant community charity in East London globally-renowned for its radical approach to health and wellbeing. It was founded 37 years ago and sits in a beautiful three-acre community park. At its heart is a partnership between a diverse community, a locally-rooted charitable organisation, a research team and one of the most progressive primary care health teams in the UK.

We support families, young people and adults of all ages to learn new skills, improve their health and wellbeing, find employment and develop the confidence needed to achieve positive outcomes they may not have dreamt of.

We work with the most vulnerable people in our community, those who are isolated, facing physical or mental ill health or who are lacking confidence, skills or qualifications. We deliver a diverse range of projects based on a unique model that combines social entrepreneurship, the arts, learning, social support, horticulture and holistic and integrated health programmes.



**Our work is based on people's individual needs, because we know that health is primarily driven by social factors, not medical ones. Our model is based on community empowerment and people taking control of their lives.**

# The role

We are looking for a Community Connector (Mental Health) to work across Networks 5 and 6 in Tower Hamlets. The Community Connector will be embedded in the Bromley by Bow Integrated Social Prescribing service and part of a wider team of voluntary sector, primary care and secondary care staff in the Community Mental Health Team.

The Community Connector will support people with serious mental illness (SMI) including symptoms of anxiety or depression, or a diagnosis of schizophrenia to achieve better mental health and wellbeing, increasing independence and reducing reliance on services.

After successfully delivering the pilot since 2020, the Bromley by Bow Centre has been awarded the 5 year iteration of the Community Connector programme in north east Tower Hamlets, due to launch in June 2022.

The role is funded by NHS East London Foundation Trust (ELFT) and managed by the Bromley by Bow Centre. ELFT are currently supporting a number of Community Connectors as part of a wider transformation programme in East London to redesign community mental health care for adults with serious mental illness (SMI) in Tower Hamlets, Hackney and Newham.



# What is the Community Mental Health Transformation Programme?

This role is part of a wider Transformation Programme in East London to redesign community mental health care for adults with serious mental illness (SMI) in City and Hackney, Tower Hamlets, and Newham through a new integrated model of care. The ethos of the Transformation Programme has been recovery focused, moving away from a traditional referral model, blurring the boundaries between primary and secondary care, exploring needs through complexity (rather than diagnosis), identifying a person's strengths and assets, and focussing on the wider determinants of health and wellbeing.



Community Connectors are expected to demonstrate working in this way, in continuing the development of the Neighbourhood Mental Health team, functioning as a blended team. Five key principles have guided the development of the transformation programme;

- **Service users and citizens will be active, equal partners:** leading the design, implementation, governance, and delivery of the new model
- **The integration of mental and physical health, wellbeing and social care:** services will feel fully integrated to individuals and carers accessing the programme
- **The right support in the right place and the right time:** services will be delivered in the Primary Care Network (PCN) footprint
- **A focus on what matters to the individual:** care planning will look beyond health goals to life goals and wider determinants of health; and we will work to connect people to each other and their communities
- **Evidence-based interventions:** Services will provide the latest evidence-based care and support.

# Job Summary

<b>Job title</b>	Community Connector (Mental Health)
<b>Salary</b>	£30,562 per annum
<b>Contract</b>	Permanent/June 2022 - end May 2027
<b>Hours</b>	35 hours per week
<b>Location</b>	Bromley by Bow Centre and Bow and Poplar CMHT
<b>Holiday</b>	27 days + bank holidays and an extra day off for our birthday. Pro rata for short term and part time contracts.
<b>Pension</b>	Contribution made – details on request
<b>Probation</b>	3 month probationary period
<b>Deadline</b>	Sunday 5 <sup>th</sup> June (at 23.59)
<b>Interviews</b>	<b>First round:</b> Monday 13 <sup>th</sup> June 2022 (online - Teams) <b>Second round:</b> Monday 20 <sup>th</sup> June 2022 (in person)



## Applications

We believe that being a diverse organisation that is truly committed to being anti-racist will create the best outcomes for the community we work with. We are therefore actively seeking applicants from ethnic minority backgrounds and the LGBTQ+ community for this role. You may not have experience of everything listed in this job spec, but don't let that put you off applying; if you have some relevant experience and think you'd be a good fit for the role and the Bromley by Bow Centre we'd love to hear from you.

Please let us know how we can make the recruitment process more accessible for you or if you would like us to send you the job pack in a different format by emailing [People@bbbc.org.uk](mailto:People@bbbc.org.uk)

To apply for this role follow the link on our website to our online application system and answer some questions about your experience relevant to the role.

# Community Connector

## **Job Description** (part 1)

### **Key responsibilities**

The role includes the following duties however these may change as the post evolves:

- Offer focused and person-centred support to individuals and groups with lived experience of mental health with the aim to building knowledge, skills, confidence and resilience in people, as well as encouraging people to access local activities and services.
- Manage a caseload, in accordance with the needs, priorities and urgent support required by individuals.
- Take a holistic approach, based on the person's priorities and the wider determinants of health that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities
- Support the involvement of people with lived experience of mental health in the design, delivery and monitoring of services.
- Work within a Multi-Disciplinary Team (MDT) across the voluntary sector, primary care, and secondary care and attend referral meetings with various healthcare professionals and community services.
- Have a detailed understanding of local services and how they can be accessed to facilitate appropriate signposting and referrals
- Develop and maintain effective working relationships with Tower Hamlets community-based services and statutory providers to ensure effective and smooth onward referrals
- Experience of coaching and motivational interviewing

# Community Connector

## **Job Description** (part 3)

- Contribute to the ongoing development and maintenance of the service directory in Network 5 and 6 Tower Hamlets.
- Explore ways to innovate to get the best out of the role and how to be creative and utilise all the current provision and possible new opportunities that could strengthen the offer to people with mental health issues within the local community.
- Maintain systems to keep accurate records relating to the delivery and outcomes of the service including processing referrals, monitoring database and updating case notes as required by both ELFT and the Bromley by Bow Social Prescribing service and in line with the Centre's Outcome Framework and contract requirements
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.
- Ensure all of the above is done in line with our anti-racist and inclusion strategy

# Community Connector

## Person Specification (part 1)

The role requires someone who is non-judgmental, a good listener and passionate about supporting and empowering individuals to have a better quality of life. The individual must have integrity and be discrete in handling sensitive information.

### **Essential Experience**

- Experience of a personalised approach to supporting people
- Experience working directly with people with serious mental illness (SMI), including symptoms of anxiety or depression, or a diagnosis of schizophrenia, bi-polar, Emotionally Unstable Personality Disorder.
- Experience of delivering effective group facilitation
- Good knowledge and understanding of the local population, their needs and complexities surrounding these
- Experience of dealing with multiple stakeholders and partnership working
- Experience of building and developing internal and external relationships
- Experience of maintaining client confidentiality
- Experience working in a multicultural environment
- Experience of promoting and raising awareness of a service
- Understanding of Safeguarding, Equalities and diversity and Data Protection Act
- Ability to work independently and as part of a team
- Committed to own professional and personal development

# Community Connector

## Person Specification (part 2)

### Essential skills

- Awareness of own mental wellbeing and willingness to seek support when required
- Excellent verbal and written communication skills including communicating with individuals whose first language is not English
- A creative approach to problem-solving
- A calm and measured approach
- Comfortable working in evolving and uncertain contexts
- Ability to draw on principles of co-production to build reciprocal relationships
- Ability to manage varying workloads and prioritise tasks ensuring clients urgent needs are met
- Ability to maintain professional boundaries
- Adaptable, flexible and forward-looking
- Familiarity with Office 365, MS Office, Excel, One drive and online database systems

### Desirable

- Ability to speak a community language e.g. Bengali
- Experience working within the voluntary sector, primary or secondary care
- Experience of facilitation groups
- Understanding and experience delivering peer support groups
- Ability to build an understanding of the changes within the NHS and Transformation Programme
- Comfortable lone-working (this post will involve some lone working)