

Community Reconnector

Community Reconnections Service (CRS)

Salary: (£13.51 hourly rate)

Hours: 30 hrs per week (flexible working hours to be adapted to meet the needs of the service – may include occasional evening and weekend sessions)

Employed by: Havering Mind

Reports to: CRS Emergency Support Worker, Operations Manager

**Background on the Service**

This service will initially be targeted to support individuals with enduring mental health conditions who were previously engaged with the Meaningful Activities and Social Inclusion programmes prior to the COVID-19 pandemic. The service will develop over the 12 months to mobilise new referral routes including any service user in need/distress requiring a home visit.

The Community Reconnections service will enable trained Community Reconnectors to visit individuals with enduring mental health conditions at their own homes and liaising with the Emergency Support Worker (Project lead) who will provide immediate intervention and support to individuals who require additional support to prevent crisis from developing and plan an intervention.

Each individual will be offered:

* Home visits to provide contact, complete initial assessment and raise any problems/concerns;
* An Individual Support Plan to maintain their mental wellbeing and reconnect with community services;
* Support from a trained Peer Volunteer to access “online” services.

The Community Reconnectors will work through a comprehensive checklist of needs to assess clients coping mechanisms and vulnerabilities. When identified that additional or immediate support is required, they will engage the Emergency Support Worker to address concerns/issues. This includes referrals to additional services, including Emergency services, GP’s, Mental Health teams, Local Social Prescribers, Area Co-ordinators and voluntary organisations.

This will provide a supported pathway for individuals to “reconnect” with Havering Mind services, Supported Peer Groups, and the local community, as face to face provision is relaunched. These individuals are highly unlikely to re-engage with any services or request support without this type of intervention.

Havering Mind will work in conjunction with Havering Access Assessment & Brief Intervention Team to provide a referral pathway into this service for individuals who have been identified as requiring additional mental health support.

**The purpose of this role**

**Service Objectives**

The objectives of the Community Reconnectors are:

* Working with a view to joint working ensuring a coordinated approach, avoiding duplication of services and providing a complete mental health support programme.
* This “doorstep” service will provide a minimum of 30 home visits each week.
* Individuals will be initially contacted via the phone to complete an Initial Assessment (or as part of their regular check-up call), where an appointment will be made for a home visit.

 This service has a number of features which will enhance the client experience:

* They will receive support within their own home and not have to address barriers, such as travel, anxiety or COVID-19 risks;
* They will be contacted and supported by a trusted charity Havering Mind (that they will have previously engaged with and built a relationship);
* They will be reconnected to our face-to-face and other support programmes as they are relaunched over the coming months. This will provide ongoing support and an introduction to a Peer Support network.
* We will gather information/feedback from each visit through the Checklist providing valuable data/analysis of current and future trends/needs.

**Key Roles**

Key Roles of the Community Reconnector:

* To support people requiring practical and emotional help, in an empathetic, supportive and safe manner.
* To have the skills to recognise risk, approach safeguarding issues, stepping up where required to provide a needs assessed short term intervention in conjunction with the Emergency Support Worker.
* To ensure safeguarding concerns are responded to appropriately in line with Safeguarding Policies.
* To address immediate presenting issues and navigate to the right service at the right time.
* To provide information and share knowledge about additional Havering services and facilitate the warm transfer/referral to other local services.
* Keep up to date with best practice and contribute to the continuous improvement of the service, and assist in monitoring the quality of the service and the outcomes achieved.
* To prevent the escalation of the mental health crisis and thereby reduce A&E attendance and avoid hospital admissions.

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| **Responsibilities*** To encourage and enable access to services for people in need.
* To ensure the project delivers a service to clients that provide a hopeful environment and

promotes their recovery.* To provide appropriate signposting and warm transfer to ensure individuals are appropriately supported to the right service and support at the right time.
* To support people with a positive and hopeful approach and in line with the CHIME principles (Connectedness, Hope and optimism about the future, Identity, Meaning in life and Empowerment)
* Support clients to identify their networks of support and strengths
* Offer advice, information and signposting - offering wider opportunities for clients to connect and reach their goals
* Support client to reduce the barriers to accessing services i.e. co-attending/prepare client to

access health and social care appointments* To assess risk and offer support to those concerned about suicide, providing access to

 information about local services.* To follow approved policies and procedures.
* To work in accordance with Havering Mind Aims, Objectives and Values.
* To share any concerns with the Operations Manager, and participate in training, support

and supervision. * To share good practice and relationships with everyone you come into contact within your role.
* Act as a positive role model showing professional and caring attitudes and behaviour towards

other team members, service users and carers.* Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs

of the individual.* To ensure all duties are carried out in a manner which promotes equality and diversity.
* To ensure compliance with legal, ethical, regulatory and social requirements.
* To manage personal resources and own professional development.
* To promote a health and safety culture within the workplace, observe all health and safety

guidance and procedures as required and where appropriate conduct risk assessments. * Ensure that sensitive or personal information is not disclosed to or discussed with

inappropriate persons.* All information must be maintained within the Data Protection Act and GDPR guidelines

**Interpersonal skills*** To communicate appropriately and effectively with service users who may sometimes be in distress.
* To recognise the need for self-care and resilience, and demonstrate the ability to use support structures.
* Demonstrate effective teamwork with other Community Reconnections colleagues, and to

work supportively with other co-workers.* To recognise, challenge and be responsive to stigma and discrimination of all kinds.
* To represent the organisation in a professional and appropriate manner at all times.
* To work creatively, looking at new possibilities, bringing new ideas to the team and

respond appropriately to the needs and views of both current and potential service users. |

**PERSON SPECIFICATION**

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| **Emergency Support Worker (Project lead)** | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| Relevant training (Level 2 or above) in community mental health, counselling, social care, occupational therapy or equivalent skill/qualification | \* |  |
| Minimum of 1 year working in mental health services or care sector | \* |  |
| Evidence of continual professional development | \* |  |
| **Knowledge** |  |  |
| Understanding of the local area, demographics and social needs including welfare benefits issues |  | \* |
| Understanding of the relationship between mental health and social issues and how these may impact on physical, mental and emotional wellbeing  | \* |  |
| Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults. |  | \* |
| Understanding of working within safeguarding, data protection, confidentiality and equality frameworks | \* |  |
| **Experience** |  |  |
| Demonstrable experience of working in mental health services  | \* |  |
| Demonstrable experience of working in multi-cultural communities |  | \* |
| Demonstrable experience of working with clients with mental health and supporting them to achieve their goals and working will people that may be in crisis | \* |  |
| Awareness of issues relating to mental health service provision  |  | \* |
| An understanding of mental health conditions | \* |  |
| Experience of working with people with a diverse range of people from minority ethnic communities |  | \* |
| Experience of working with vulnerable individuals | \* |  |
| Creative and flexible approach to working with individuals | \* |  |
| Understanding of and commitment to equal opportunities, and anti-discriminatory practices |  \* |  |
| **Skills and Abilities** |  |  |
| Good listening skills with the ability to reflect | \* |  |
| The ability to communicate with people from a range of backgrounds | \* |  |
| An understanding of the principles of Co-Production and Recovery |  | \* |
| Ability to deal with stressful and difficult situations in a calm manner | \* |  |
| Ability to prioritise and manage workload | \* |  |
| Ability to involve service users and carers in all aspects of their care and support.  | \* |  |
| Ability to speak a second language  |  | \* |
| **Practical** |  |  |
| Excellent IT skill, Microsoft Word, Excel and database management | \* |  |
| Excellent written and verbal skills | \* |  |
| To be open to learning and find creative solutions | \* |  |
| Ability to travel to work to an office base and provide home visits to vulnerable adults | \* |  |
| **Personal Circumstances** |  |  |
| Ability to work on a shift rota with the project team covering occasional out of hours |  | \* |
| Driver with use of own vehicle for business use | \* |  |

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.