

**JOB DESCRIPTION**

**Community Care Coordinator**

**Salary**: pro rata £24,000 per annum

**Responsible to** Head of services

**Accountable to**: Chief Executive Officer

**Based at**:

Station House, 73c Stapleton Hall Road, N4 3QF (Mind in Haringey)

Sterling Way, London N18 1QX (North Middlesex University Hospital)

**Terms**: 30 hours per week excluding breaks.

**Annual Leave**: pro rata of 28 days per annum (including bank holidays)

**About Mind in Haringey**

Mind in Haringey (established in 1984) is one of the leading mental health services in Haringey. We provide a range of services, information, and advice to anyone affected by a mental health problem, primarily in Haringey. We work to prevent mental health problems, promote mental wellbeing, and ensure those with mental health problems are respected and included in our local community. One in four people are affected by mental health in Haringey, out of a population of 225,000 that's over 54,000 people. This includes 2,413 children and young people.

The services we offer include counselling (a daytime and evening service), Haringey wellbeing network service that includes Mental health training and awareness Community asset development, Wellbeing advocacy, peer support and Wellbeing activities such as gardening, ‘cooking on a budget’, yoga, meditation and a women’s craft and discussion group. We also deliver an Emotional Support Project working with young people in and leaving care aged 14-21 years and Project Future a holistic mental health service working with young people involved in criminality.

Our services respond to needs identified by service users; working to increase wellbeing, confidence, social integration, and independence. We work with more than 3000 carer’s, adults and young people suffering from or affected by mental ill health each year.

**Our Values**

* We listen with care, respect, and reassurance to everyone we encounter
* We seek to influence and improve mental health services in Haringey, raising awareness and challenging both stigma and discrimination
* We are committed to easy and equal access for everyone in Haringey
* We consider opportunities for collaboration when developing services
* We seek continuous improvement in all we do

**Summary**

Mind in Haringey is seeking 2 x Community care coordinators for some of our users of emergency services . These are two new roles which have been developed to further support our service users alongside our statutory partners at North Middlesex NHS Foundation Trust Emergency Department, to increase their wellbeing, confidence, social integration, and independence.

The successful candidates will be responsible for working with service users during periods of crisis and support them through their journey of recovery to ensure that they are receiving the support most beneficial to them. This will be achieved through a person-centred approach to ensure that the views of service users are central to the planned support they receive.

The successful candidates will take a lead in working with service users to assess needs/barriers preventing clients from recovery, working with them to create a personal action plan, and monitoring and evaluating outcomes and progress.

Independence will be encouraged through self-management and recovery.

The role will involve working in the community and with the wider team as well as our partner organisation North Middlesex NHS Foundation Trust Emergency Department

to ensure that the community is kept up to date with the services that we are offering and the strong reputation of Mind in Haringey as a leading provider of mental health services in the borough is maintained.

You will have the opportunity to see at first hand the positive difference that services at Mind n Haringey have on local resident’s lives. The staff are a lively, committed group who work well as a team and enjoy what they do.

**Key Responsibilities**

* To support individuals through the referral procedure, on their initial visits, during their assessment and throughout their time with the service.
* Devise and implement care/wellbeing plans for each service user.
* Signpost service users to other services (both internally and externally) where relevant to ensure they are receiving support that will be most beneficial to them (depending on their needs) and the wider community. This could include access to our in-house beneficial courses such as Improving Financial Resilience (for instance if a service user has debt problems), Employability/Volunteering Skills, Coping with Life Skills (CBT Psycho educational group work) or ‘Cooking on a budget’ etc.
* To support individual recovery through the use of tools such as the Outcome Star (a self-assessment tool for monitoring an individual’s journey towards change), Wellness and Recovery Action Plans.
* Provide support and advice to service users in relation to Universal Credit and Personal Independent Payments and help with filling out personal forms.
* Work with and support project staff in monitoring outputs and outcomes.
* Identify and research possible venues/locations for Mind in Haringey to advertise its services.
* In conjunction with other members of the team, to actively encourage user participation and involvement in the planning, development, and evaluation of the wider range of mental health services and to support the work of the Service User Forum.
* To work closely with other community mental health services to develop and maintain an effective and quality service.
* Build positive relationships with appropriate voluntary and statutory sector partners in the borough, so that we build a reputation as a good and efficient organisation to work with and enhance cross-sector referrals.
* To support mental health promotion within the local community.
* To maintain service user records and collect data as required by funders to support the analysis, audit and evaluation of the service and produce other written reports as required.
* To input data onto our service user data base.
* To participate in and complete all training relevant to the delivery of the service.
* To participate in regular clinical, line management supervision and annual appraisal.
* To maintain standards of care with regard to health and safety, equal opportunities, confidentiality, individual and personal choice.
* To always work within all Mind in Haringey’s policies and procedures with specific reference to the Safeguarding of Vulnerable Adults and Child Protection policies.
* Undertake any other appropriate duties relevant to the post as directed from time to time by the Operations Service Manager.

**About You**

The successful candidate will be able to demonstrate that they have the following skills, abilities or experience gained from 2/3 years’ experience working in mental health settings or Health and social care with vulnerable adults.

E denotes an essential skill, ability or experience, D denotes a desirable skill, ability, or experience.

* Demonstrable track record of supporting vulnerable people who suffer from mental health problems (E)
* Knowledge of the benefits system including Universal Credit and Personal Independent Payments (D)
* Knowledge of health and social care terminology and health and social care pathways.(E)
* Awareness of health and social care legislation (D)
* Awareness of the local resources available in the community.(E)
* Safeguarding knowledge ( E )
* Awareness of the Mental Capacity Act (D)
* Awareness of Data Protection and Confidentiality Issues. (E)
* Awareness of legislation relating to equal opportunities (D )
* Knowledge of the assessment process.(D)
* Experience of providing advice and support (including filling out personal forms on behalf of others) and/or coach (D)
* A passion and commitment to helping people to become independent and live fulfilling lives (E)
* Experience of working on a wide variety of tasks and successfully prioritising them (E)
* Excellent interpersonal skills (E)
* Experience of project planning (D)
* Experience of working in a not-for-profit environment (D)
* The ability to write in coherent English (E)
* The ability to work with a range of people (E)
* The ability to be a strong team player (E)
* The ability to work with minimal supervision, plan workloads and organise varied projects and activities (E)
* To be computer literate in a variety of software packages (E)
* You must possess good organisational and communication skills, including presenting oral and written reports (E)
* You must have strong negotiation skills (E)
* You must have a positive attitude. (E)
* You must have a commitment to equal opportunities (E)
* You must have a commitment to team working (E)

This post is subject to satisfactory enhanced DBS clearance