



Community Care Coordinator application  
pack

**Mind in Haringey**

## Table of Contents

About us .....	1
Our values .....	2
Our services.....	2
About the role .....	3
Role Specification.....	3
Person specification .....	5
How to apply .....	6

## About us

Mind in Haringey is an independent charity organisation providing vital mental health services to our community in Haringey since 1989.

We have a broad and exciting range of services and projects running in a dynamic, evolving environment. We are constantly striving to develop and improve our services through listening to our community, those who use our services, peers, and the staff team to evaluate and deliver the best possible projects for our community.

Our staff members are a diverse and passionate team, who welcome experiences and perspectives from all backgrounds.

We particularly encourage applications from those with lived experience of mental health, from racialised communities, members of the LGBTQ+ community, and residents of Haringey who are passionate about changing things for the better in the borough.

Haringey is a melting pot of culture, history, and resilience. Though there is much that needs to be improved, we are proud to work as part of a community that has displayed great strength in hardship both in the past and in more recent years.

## Our values

- We are passionate, committed, and will listen to everyone we encounter with care and respect.
- We will influence and improve mental health services in Haringey, raising awareness and challenging stigma and discrimination.
- We will become an Anti-racist organisation.
- We are committed to equity, inclusion, and access for everyone in Haringey to mental health support.
- We are leaders and influencers fighting for mental health.
- We seek continuous improvement in all we do, to meet the needs of our community.
- We consider opportunities for collaboration when developing and delivering services.

## Our services

This page gives a detailed breakdown of the services we provide at Mind in Haringey:

<https://www.mindinharingey.org.uk/our-services/>

## About the role

**Role:** Community Care Coordinator

**Salary:** pro rata £25,642.50 per annum

**Responsible to** Projects Manager

**Accountable to:** Chief Executive Officer

**Based at:** Mind in Haringey, North Middlesex Hospital

**Hours:** 24 hours per week

**Contract:** Fixed term until 31<sup>st</sup> March 2025 (which the possibility of extension)

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

## Role Specification

### Introduction

Mind in Haringey are seeking a Community Care Coordinator for some of our most vulnerable users. The role which has 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 candidate 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 candidate 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 in 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.

## Role and Duties

### The duties of the Community Care Coordinator are as follows:

- 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 using 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 regarding 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.

## Person specification

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)

**We would also like to hear from candidates who having read the pack and role description are interested to apply even though they might not have experience in the above areas but have other relevant experience.**

All successful applicants receive training and induction.

## **How to apply**

To apply, please send your completed application form to Conall Ó Brolcháin ([admin@mih.org.uk](mailto:admin@mih.org.uk)) on or before the deadline for applications.

If there are any reasonable adjustments, we can implement in our recruitment that would make the process more accessible, please contact us directly with a request and we will consider if the changes are feasible now or in the future. We commit to considering all such requests.

We would be grateful if you can also complete and return this [diversity form](#) along with your application. This information will be kept anonymously. It is not used as part of the selection process, but it helps us to understand whether we represent all parts of our community equally.

**The deadline for applications is 5pm, 9/12/2024.** Candidates will be contacted on an ongoing basis; we recommend submitting applications as soon as possible.

Successful applicants will be expected to undergo an Enhanced level Disclosure and Barring Service check.



Mind in Haringey

Station House  
73c Stapleton Hall Road

London

N4 3QF

T: 0208 340 2474

[admin@mih.org.uk](mailto:admin@mih.org.uk)

Registered charity number 801618