

# Mental Health Connector

**Job title:** Mental Health Connector

**Base:** South Kent Coast with travel across East Kent

**Reports to:** Service Manager-Mental Health

**Hours:** 37.5 per week

**Contract:** 6 months fixed term (with potential for continuation)

**Salary:** Band D

## Overall Purpose

Kent & Medway has ambitious plans to transform mental health services for those with the most complex mental health needs. Our new *Mental Health Together* service brings together health, social care and the voluntary and community sector to drive change across the mental health system, ensuring that people get the support they need when, and where they need it. We are committed to people's experience of mental health services being consistently positive, and that the new service will make this a reality.

The role of the Mental Health Connector is critical to supporting people through Mental Health Together (MHT), helping joined up care and understanding how the new service is working and how this feels for people accessing support. The role will work alongside those using Mental Health Together to ensure that from referral throughout the support they receive, that their needs are met based on agreed, co-produced plans, which are person-centred, and trauma informed.

It is recognised that this role has some similarities with other roles across Primary Care Networks and the voluntary and community sector (e.g. Social prescribers, Link workers, dementia navigators), however this new role specifically supports people with complex mental health needs and serves as central named connector throughout their mental health support.

### Aims of the role:

1. To be embedded within MHT and MHT+.
2. To contact individuals who, during their 'Initial Meeting' (DIALOG+), identify that there is a need for a mental health Connector to support their care.
3. To be the named point of contact for the individual, supporting their appropriate use of interventions and pathways.
4. To escalate any concerns around clinical risk and follow the Standard Operating Procedure (SOP) outlining the agreed system response to risk management. NB: (It is **not** the task of a Mental Health connector to manage or hold the clinical oversight of individuals where risk issues arise)
5. To have consistent contact with Clinical Pathway Lead and work collaboratively with facilitators of interventions to achieve care plans and goals.
6. To provide levels of support as indicated in Table 1.

**TABLE 1: Levels of Engagement Needs**

<b>Ad hoc</b> Individuals are actively engaged with and empowered to lead their own care. Ad hoc support if/when needed
<b>Low</b> Individuals demonstrate increasing engagement with their own care. Indirect Support focused on coordination of care across system
<b>Medium</b> Individuals require regular ongoing support to engage in their own care and navigate across the system. Support is consistent and focused.
<b>High</b> Individuals require a high level of support in order to engage with care plan and interventions in MHT/MHT+. Intensive support delivered through a trusting relationship

**Main Responsibilities:**

1. To build trusting and supportive therapeutic style relationships with individuals through Mental Health Together.
2. To work with individuals to ensure care and support plans, as well as safety and crisis support plans are followed and working.
1. To support the pursuit of goals identified in the Initial Meeting and those that support the person's recovery.
2. To review care and support plans and identified goals with the individual, and support the implementation of changes in collaboration with the person and in collaboration with MHT colleagues
3. To work collaboratively with MHT colleagues to address barriers to support.
4. To monitor whether support needs are being met and on track, working with the person to identify any potential barriers to accessing or getting the most from support.
5. To review support in the context of the individual's rights and needs, ensuring access to advocacy services as needed.
6. To ensure up-to-date knowledge of mental health services and community assets across the system with those supported and allied professionals.
7. To maintain practices in accordance with Mental Health Together Standard Operating Procedure.
8. To share successes as well as challenges that can contribute to transformation learning and development.
9. **QUALITATIVE oversight in delivery of MHT:**
  - Notice and share any concerns around access, as well as support the individual to address
  - Understand individual's level of engagement or drop out from service and work with the individual and MHT colleagues to address this.

**General:**

1. Undertake and participate constructively in induction, supervision, appraisal and relevant training, and contribute positively to good team relationships and continuous improvement of services.
2. Represent Porchlight professionally at external meetings and forums in the local area, maintaining positive relationships with key stakeholders.
3. Identify, assess and effectively manage risk and safeguarding issues, escalating as appropriate within the team
4. Maintain confidentiality in line with organisational policy in relation to those using our services, staff and business sensitive information.
5. Any other requirements to ensure effective delivery of the service, within reasonable expectations.

*This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Employees will be consulted on any major changes to the job description.*

# Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none"><li>• People focused</li><li>• Positive and enthusiastic</li><li>• Communication and influence</li><li>• Teamwork</li></ul>	<ul style="list-style-type: none"><li>• Quality focused</li><li>• Adaptable</li><li>• Problem solving</li><li>• Creativity and innovation</li></ul>
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

## QUALIFICATIONS

### Essential

1. To hold a level 3 qualification or above in the areas of either mental health, social or health care or a related subject matter.

### Desirable

2. Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness.

## EXPERIENCE

### Essential

3. A minimum of 2 years' experience of supporting people with mental health needs in the community, including accessing community services and resources in a case management approach.

### Desirable

4. Have lived experience of mental health and using mental health services
5. Experience of working with a range of statutory and voluntary agencies
6. Experience of working with a person-centred approach to support people to feel empowered

## KNOWLEDGE & UNDERSTANDING

### Essential

7. Ability to use a range of engagement approaches to support people to be heard
8. Knowledge of local support services, organisations and groups, particularly in relation to mental health
9. To be able to display and awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.

## SKILLS & ABILITIES

### Essential

10. Good literacy, numeracy and IT skills.
11. Knowledge and understanding of complex mental health needs.
12. An ability to initiate and maintain constructive relations with people you support, colleagues and other professionals
13. Flexibility to cope with the varying demands of the role, balancing face to face work with the need for accurate recording of support notes and activity.
14. Confidence in speaking in multi-agency meetings and giving feedback to colleagues and local service providers.

## **PERSONAL QUALITIES**

### **Essential**

15. To have an understanding of and be able to demonstrate a commitment to equal opportunities.
16. To be able to demonstrate skills in managing your own health and wellbeing.
17. To hold a full driving license and to have access to your own vehicle. A willingness to travel to meet client needs.