

## AREA COMMUNITY CONNECTIONS COORDINATOR

Post Title:	<b>Community Connections Area Coordinator</b>
Starting salary:	£25,000
Hours of Work:	37 hours per week
Location:	Elmbridge/Spelthorne (Walton on Thames Office)
Reporting to:	Programme Manager
Education & Training:	The post holder will be expected to attend and complete a Mary Frances Trust induction programme and undertake on- going training.
Closing Date:	9 <sup>th</sup> March 2018

This post is subject to the successful completion of a probationary period.

### **Background:**

Mary Frances Trust (MFT) is a Charitable Company established in 1994 by carers, people accessing mental health services and professionals to support people experiencing mental health problems. It is a non-medical service set up to address the social consequences of mental ill-health on the lives and well-being of mental health service users.

These include the following:

- low self-esteem and self-confidence (compounded by the negative attitudes in our society towards those with mental health problems)
- social isolation and exclusion from many areas of community life (including leisure, volunteering and education)
- low income because of long term reliance on Benefits (Mental Health service users have the lowest rate of employment of any group of disabled people)
- poorer physical health and reduced life expectancy compared to the general population.

The social model MFT works within is based on three principles:

- Membership of a caring and supportive community.
- Active and voluntary service user involvement in every aspect of running our organisation (this includes day-to-day activities and monitoring, reviewing and co-producing projects and services)
- Equal and respectful relationships between staff and service users.

Recently we have been awarded a grant by Surrey County Council and Surrey Downs Clinical Commissioning Group to provide leadership for Community Connections Mental Health in Mole Valley, Epsom & Ewell, East Elmbridge, and Banstead. We are also to be contracted to provide services within Spelthorne and West Elmbridge.

Surrey Community Connections services are open access services, delivered by the Charity Voluntary Sector, to support people (aged 16 and over) with mental health needs to stay well in their communities. The services promote social inclusion, community participation, mental well-being and recovery by connecting people to 'mainstream' activities in their community by offering a variety of group activities, courses and one to one support.

### **Job Purpose:**

The person we are looking for will be required to meet all relevant contractual requirements of our new Community Connections contract. This is a common aim for all employees of MFT.

Specifically, however, we are looking for a very motivated and able Area Community Connections Connection Coordinator, who will appreciate the exciting opportunity of working with a variety of clients with mental health problems helping them develop their potential. Based in Walton on Thames, the Area Coordinator will be required to coordinate and lead on activities and groups and carry out one to one advice and support sessions for people residing in this part of Surrey.

### **Key Responsibilities:**

#### Responsibilities of Community Connections Area Coordinator (the same for all MFT employees)

- As part of a staff team, to engage with clients using services provided by MFT
- To work with staff, clients and volunteers to maintain a safe, respectful and pleasant environment for everyone using the service
- To support and encourage clients to participate in mainstream activities in the community (such as education, sports, leisure, faith, employment)
- To work with people using their service to identify their aspirations and needs by using the recovery star outcomes monitoring tool, both at first contact with the service and at regular intervals to work with the person to achieve their identified goals.
- To work and actively implement all operational policies and procedures
- To become familiar with relevant aspects of the day-to-day operations of MFT (including resources and equipment)
- To remain faithful to, and to practise, the highest possible degree of user involvement
- To be accountable to the Operational Manager for all activities undertaken as part of the MFT programme, in particular through supervision and agreed objectives
- To represent, when required, MFT at a variety of fora, including those responsible for the planning and delivery of mental health services
- To maintain the highest professional standards
- To always act in the best interest of the organisation, our clients, Management Board and associates.

#### Responsibilities of the Community Connections Area Coordinator (specific for the role)

- To coordinate the groups, courses and activities within the designated area, and work with the programme manager to produce a quality service.
- To develop a vibrant programme of activities, groups, and courses for people using MFT

- To accept and process initial referrals and implement individual monitoring tools (Recovery Star)
- To establish and maintain a strong and positive rapport with clients of the MFT and to assist them with achieving their own goals
- To be able to assess risk on a daily basis and react accordingly
- To motivate people attending groups, activities and one to one sessions.
- To promote “if you don’t do it, it doesn’t happen” attitude
- To help people adapt to change within mental health services
- To support and provide assistance with any relevant initiatives undertaken by the people using the service
- To manage and work with volunteers helping out with groups and activities
- To work with the team of professionals and communicate well with colleagues working from different locations
- To conduct ongoing evaluation of the programmes and services and implement improvements as necessary
- To establish and sustain strong and appropriate working relationships with our partnership organisations and other external organisations
- To keep up to date with all the opportunities available for our clients
- To monitor and evaluate activities and provide data for our funders and trustees
- To maintain databases and undertake any other administrative duties.

This is not an exhaustive list of the duties that may need to be undertaken. It may be necessary to undertake other duties in order to fulfil the objectives of the charity.

**COMMUNITY CONNECTIONS NEW AREA WORKER**  
**PERSON SPECIFICATION**

To achieve the objectives of this role, the post-holder must have the people accessing Mary Frances Trust’s services needs at the fore at all times and use the agreed set of values and skills to underpin their day to day work.

<b>REQUIREMENTS</b>	<b>ESSENTIAL</b>
<b>QUALIFICATIONS</b>	Commitment to undertake continuing professional development.
<b>EXPERIENCE</b>	Experience of working directly with vulnerable adults (preferably with mental ill-health) Experience of working within the health & social care sector
<b>VALUES</b>	The post-holder must at all times work to the values and principles of Mary Frances Trust including demonstrating their commitment to the recovery model through their working practice and follow the policies and procedures of the organisation.
<b>SKILLS/ KNOWLEDGE</b>	A demonstrable understanding of the needs of vulnerable groups and people with a disability Knowledge of voluntary sector and volunteering issues Knowledge of Mental Health sector and relating issues Highly developed communication skills (oral and written) Ability to work on own initiative as well as part of the team Excellent organisational skills and ‘can-do’ attitude Ability to prioritise work effectively Ability to keep accurate records and collate data IT literate in MS Office, Excel, Social Media and Networks Ability to build and sustain strong working relationships with volunteers, clients and external agencies Driving licence plus car owner Excellent leadership skills Flexibility Understanding of Equality & Diversity issues Proactive attitude Willing to learn new skills Competencies in dealing with complex situations

<b>CIRCUMSTANCES</b>	Occasional evening and weekend work will be required, with time off in lieu available.