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in the City,  
Hackney and  
Waltham Forest

## Community Connector Job Description & Person Specification

**Managed by:** Shoreditch Trust Health & Wellbeing Programme Manager

**Salary:** £29,000

**Probation:** One month

**Hours:** 35 per week

**Holiday:** 30 days + bank holidays + 4 personal development days

**Contract:** Fixed term to March 31<sup>st</sup> 2022

**Based at:** East London Foundation Trust community bases and Shoreditch Trust Head Office (12 Orsman Road)

Shoreditch Trust is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals.

Shoreditch Trust has over 20 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in Hackney and neighbouring boroughs to improve their health and wellbeing, develop social networks, and build skills and opportunities for meaningful employment.

Our focus is on working with people who experience health, economic and social inequality, including women in pregnancy and early parenthood, young people not in education or work who are at risk, stroke survivors, socially isolated older people and those experiencing long term health and social issues.

**Purpose of this post**

Community Connectors support people with mental health issues to develop a personal plan for connecting with health and wellbeing activities, based on their personal strengths, assets and aspirations.

Connectors will become local experts, gathering and sharing information about opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives.

The programme is funded by East London NHS Foundation Trust, managed by Mind in the City, Hackney and Waltham Forest, and you will be part of a multi-disciplinary Neighbourhood team, working closely with mental health services and key health and social care services, as well as local community and voluntary sector partners.

## Job Description

The work plan will be focused on four main areas:

1. Individual Support
2. Community Development
3. Project Management
4. General

### 1. Individual Support

- Listen to and find out what is important to people and build open, supportive and trusting relationships (working with the challenges of not meeting face-to-face where needed).
- Assess referrals and signpost to specialist support quickly where necessary, and deal with general queries to contribute to the overall smooth running of the Neighbourhood team.
- Assist service users in setting goals and making changes that are meaningful to them.
- Conduct regular innovative and engaging sessions in order to work towards support plan goals.
- Ensure ongoing assessment and management of risks within an attitude of 'positive risk taking'.
- Give people time to tell their stories and focus on 'what matters to me', build trust, providing non-judgemental support, respecting diversity and lifestyle choices.
- Use health coaching and motivational interviewing techniques, identify barriers to people accessing services, and work with service users to overcome these. You will support people to identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, employment circumstances and unemployment, loneliness, isolation and caring responsibilities.
- Where people may be eligible for a personal health budget, help them to explore this option as a way of providing funded, personalised support to be independent, including helping people to gain skills for meaningful employment, where appropriate.

### 2. Community Development

- Act as the 'glue', linking people in with experts and local assets, and complementing other sources of support around the person.
- Use deep knowledge of what is available in City & Hackney to signpost and support people (network creation, mapping).
- Develop productive relationships with local partner organisations to improve service outcomes, and involve service users and carers in the design, development and delivery of the service.
- Where appropriate, introduce people to community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.
- Where appropriate, connect people to each other through shared common interests and the need for mutual support.
- Build networks with local community resources such as activities and services that may have an impact on health and wellbeing, and support people to access these. To be proactive in encouraging self-referrals, and connecting with all local communities.
- Work in partnership with existing community navigation roles in City & Hackney.

### 3. Monitoring and Evaluation

- Monitor and record outcomes of all those accessing the service through the use of recognised assessment tools and outcome measures. With the wider team, you will gather and collate statistical and other information and data as required, reporting on activity and outcomes and ensuring effective qualitative and quantitative monitoring and evaluation of the services.

### 4. General

- Reflect on practice and participate in team meetings, practice development forums and peer supervision. Identify own training and development needs in conjunction with your Line Manager and participate in training opportunities.
- Develop an awareness of local and national developments and best practice in this area of work and to attend relevant conferences, meetings and training events as required.
- Adhere to organisational policies and procedures relating to risk and personal safety. You will refer all safeguarding issues in line with local policy.
- Manage volunteers and other team members as required.
- Identify issues relating to systemic challenges and disconnects, and report these to the Programme Manager, developing an eye for service improvement opportunities.
- Help to develop and adapt this role as the societal circumstances we are operating under change (Covid-19 public health guidelines and/or social distancing measures).

### Job Requirements

In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities.

## Person Specification

### Skills and experience

#### Person Centred:

- Enjoys social interaction and the company of others.
- Exudes a warm friendly presence and open behaviour. Is approachable and open-minded.
- Prefers working as part of a group or team.
- Has a practical and logical mind.
- Well organised and knows how to prioritise tasks. Able to plan own workload.
- Thrives on change and enjoys dynamic diverse environments.
- Is respectful, articulate and sensitive in style of communication.
- Ability to listen, empathise with people and provide person-centred support in a non-judgmental.
- Able to support people in a way that inspires trust and confidence, motivating others to reach their potential.
- Experience of supporting people, families and care in a related role (including unpaid work).
- Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity.

#### Community Development:

- Commitment to reducing health inequalities and proactively working to reach people from all communities.
- Able to work from an asset-based approach, building on existing community and personal assets.
- Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders.
- Ability to identify risk and assess/manage risk when working with individuals.
- Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Is motivated towards excellence and improvement of personal performance with a can do attitude.
- Ability to cope positively with challenging and diverse behaviour.
- Demonstrates a desire for continuous professional development.
- Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work).
- Experience of partnership/collaborative working and of building relationships across a variety of organisations.

#### Knowledge:

- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities and how adverse circumstances and structural barriers can affect people's relationships
- An understanding of the experiences of people who live with significant mental distress.
- Knowledge of community development approaches.
- Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports.
- Knowledge of motivational coaching and interview skills.
- Knowledge of voluntary and community services in the local neighbourhood.

#### Essential:

- Educated to GCSE level (or equivalent by experience).
- NVQ Level 2/3 or equivalent.
- Significant experience in statutory or voluntary sector services.
- IT literate.

#### Desirable:

- Mental Health First Aid or willingness to work towards the qualification.
- Training in motivational coaching and interviewing or equivalent experience.
- University degree and/or professional qualification.
- Experience of delivering peer support groups.

#### Shoreditch Trust Values

Our Values guide everything we do with clients, colleagues, partners & commissioners:

**Equality:** we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.

**Connection:** bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.

**Compassion:** we believe everyone should be treated with kindness and respect, and recognise that honest and challenging conversations can be as important as encouragement.

**Independence:** we promote independence, enabling people to make informed decisions and take ownership of their own development.

**Flexibility:** we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

#### Anti Racism

At Shoreditch Trust we realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

#### Equal Opportunities

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society.

Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

#### Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and adults at-risk in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adults at-risk safeguarding.

#### Safer Recruitment

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process. Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.

*This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.*