

Community Connector Job Description

Service	GP Integrated Mental Health Service (GPimhs) and Mental Health Integrated Community Service (MHICS)
Job Title	Community Connector
Reports to	Team Lead
Base	Surrey Heath
Hours per week	35 hours per week (Monday to Friday)
Salary	£30,280
Organisation	Who we are: Catalyst Support is a leading Surrey charity dedicated to championing wellness across communities, transforming lives by addressing mental, physical, and emotional health needs. Guided by the belief that wellness is a right for all, Catalyst Support embodies its motto, Supporting Wellness Together, by empowering individuals and communities with innovative, accessible services. With embedded values of kindness, integrity, and commitment, the charity strives to create sustainable, transformative social impact. Through strong partnerships, ethical governance, and initiatives focused on environmental and financial sustainability, Catalyst Support aligns its efforts with national health priorities, embracing the opportunities to lead the way in integrated, preventative, and community-based care.
Purpose of Job	Working within a multi-disciplinary team, the Community Connector provides a first-point-of-contact mental health service within GP practices and Primary Care Networks (PCNs). The role includes assessments and brief psychosocial interventions, as well as coordinating access to community resources that support mental, physical, and social wellbeing. Key aims include: • Supporting GPs by offering timely assessment and short-term interventions for patients with mental health needs. • Linking people with appropriate therapies, services, and community resources, including social care, debt advice, employment support, and peer networks. • Promoting independence and recovery through goal-setting, community engagement, and evidence-based support.

	Helping improve access to mental health care for people with serious mental illness, including supporting follow-up from physical health checks. Overall, the role contributes to a joined-up, accessible, community-based mental health pathway that reduces barriers and enhances holistic patient support.
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This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Key Activities:

- To work jointly with the Mental Health Practitioner in conducting assessments, including risk assessment, and to work with patients to support them in identifying their socially determined needs and goals, provide self-management tools and facilitate the development of personal support plans
- To provide a range of motivational and structured psychosocial interventions
- To promote independence through an enabling asset-based approach that draws on individuals' strengths, preferences and 'natural' support networks
- To establish effective working relationships with a range of agencies to facilitate a 'joined up' approach to support plans
- To liaise with, develop and maintain good relations with GPs, practice managers and other health practitioners across mental health and physical health pathways and wider support networks
- To provide continuity throughout recovery; engaging the patient with key services such as Safe Havens, accessing CMHRS, and providing support for those engaged with and leaving CMHRS, and linking into local wellbeing services and activities
- To co-ordinate and support patients to access a range of community services such as wellbeing services, housing providers, family and carer support services, debt and employer advisors where appropriate
- To assist with community resource mapping exercises and maintain a database of community resources; map where there are gaps in provision across the PCN and wider geography and work with other VCS organisations to develop resources where most needed
- To promote and support (where necessary) advised follow up actions from physical health checks for people with serious mental illness
- To support patients to engage with local peer support workers and volunteering services
- To support and supervise any peer support workers linked to PCN

- To work with the service to identify opportunities to expand provision particularly in local communities where there is a lack of service provision identified
- To broker and establish new partnerships between public and voluntary sector agencies to enhance service delivery and access to services
- To develop and sustain professional relationships with service users, partner agencies and appropriate external agencies
- To complete locally agreed quality outcome measures, with patients and to undertake regular reviews
- You may be required to cover duties not listed within this job description.

General terms of reference:

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions
- Be committed to the role and support Catalyst to be the most efficient it can be
- Be someone who believes in fairness and conducts themselves with integrity
- Work flexibly across operational sites, including working from home arrangements in agreement with your line manager, as required, which may include evening and weekend work
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes
- Keep abreast of developments in services, legislation and identify good practices where appropriate
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst
- Undertake other duties appropriate to the grade of the post

Person Specification		
Criteria	Essential	Desired
Qualifications and experience		
A diploma or degree in an appropriate subject, e.g. counselling, psychology, social work, probation, mental health, or Health and Social Care Level 3; and/or a minimum of two years' community experience in drug, alcohol or mental health work.	✓	
Registration		
If holding a professional qualification, maintain up-to-date professional registration, e.g. BACP, HCPC, BPS or recognised equivalent.		✓
Knowledge and skills		
An understanding and ability to work to confidentiality, consent, information sharing and safeguarding policies within the integrated service.	✓	
Good communication and written skills, with a commitment to accurate and confidential record keeping.	✓	
Ability to interact effectively with the client group, colleagues and other professionals while maintaining clear boundaries.	✓	
Ability to break down stigma and barriers associated with working with the client group.	✓	
Demonstrates an understanding of the issues and needs of the client group.	✓	
Knowledge and understanding of community working and lone working, with the ability to maintain safety while working in the community.	✓	
Ability to work to all policies, procedures and standards of the service and joint-working arrangements with key partners.	✓	
A good understanding of personal limitations, with the ability to identify when to seek advice and support and deal with emotionally challenging issues objectively and professionally.	✓	
Ability to manage challenging behaviour, anger and verbal aggression from patients.	✓	
Information technology		
Proficient in Microsoft Word, Outlook and Excel.	✓	
Ability to enter data onto a database as required by the service.	✓	
Personal attributes		

Demonstrates Catalyst's values of kindness, commitment and integrity.	✓	
Ability to maintain equal opportunity standards at all times.	✓	
Ability to be resilient when working with the client group, while demonstrating compassion and willingness to go the extra mile.	✓	
Ability to maintain respect for the client group, peers and partners.	✓	
Adaptable to change.	✓	
Dynamic and self-motivated.	✓	
Proactive, motivated and energetic.	✓	
Ability to work calmly in a challenging environment.	✓	
Capacity to innovate and work flexibly on own initiative as well as part of a team.	✓	
Commitment to developing skills and knowledge through ongoing learning and development.	✓	
Ability to work flexibly across operational hours.	✓	
Ability to work to the policies, procedures and standards of the charity.	✓	

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.