



Mind in Croydon
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Chief Executive
Emma Turner

April 2026

Re: Mental Health Personal Independence Co-ordinator (MHPIC)

Thank you for your interest in this post and towards our organisation, Mind in Croydon.

I am pleased to enclose:

- Job description and person specification for the MHPIC role
- Guidelines for applicants
- Organisation Summary

The closing date for receipt of applications is Friday 15th May at 5pm.

To apply, please submit an up-to-date copy of your CV and a cover letter no longer than 2 A4 pages to recruitment@mindincroydon.org.uk , outlining your reasons for applying and demonstrating how you meet the criteria set out in the person specification.

Applications without cover letter will not be accepted.

Your faithfully

Mind in Croydon





MENTAL HEALTH PERSONAL INDEPENDENCE CO-ORDINATOR- MHPIC JOB ADVERT

Mind in Croydon is seeking a motivated, empathetic and person-centred Mental Health Personal Independence Co-ordinator (MHPIC) to support adults experiencing mental health challenges to live independently and access the resources and services they need within their local communities. The MHPIC will work as part of a multi-disciplinary team (MDT) within the Integrated Neighbourhood Team (INT) framework. You will provide one-to-one support to individuals, helping them develop Personal Recovery Plans and Action Plans using Open Dialogue approaches, navigate local services, and build confidence and autonomy. The role involves community-based support, home visits, and liaison with carers, families, and a range of health, council, and voluntary sector professionals. You will act as a named keyworker, supporting individuals over a defined period to achieve their recovery goals and improve their mental health and wellbeing.

If you are committed to recovery-focused, person-centred care and want to make a tangible difference in the lives of people in Croydon, we would welcome your application.

MENTAL HEALTH PERSONAL INDEPENDENCE CO-ORDINATOR- MHPIC

Salary:	£30,117 per annum
Terms:	Fixed term until 31 st July 2027 (with potential to extend)
Hours	Full time, 36 hours a week (including occasional evening and weekend work as required)
Reports to:	Mental Health Personal Independence Co-ordinator Manager
Based at:	Mind in Croydon Fairfield House 10 Altyre Road, East Croydon, CR0 5LA Flexible working with regular presence across our premises and community sites across the borough of Croydon.

If you would like to discuss the post further, please contact:
recruitment@mindincroydon.org.uk to arrange an informal conversation.



MENTAL HEALTH PERSONAL INDEPENDENCE CO-ORDINATOR- MHPIC ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

Mind in Croydon (MiC) is a local mental health charity founded in 1967. Our vision is a world where everyone with mental health issues receives support and respect, and where inequality and stigma are eliminated.

We deliver a wide range of services to support, inform and empower people experiencing mental health problems across the London Borough of Croydon. These include services delivered as part of the Mental Health Transformation Programme in partnership with Croydon BME Forum, such as the Croydon Health and Wellbeing Space and the MHPIC service. Additional services include Recovery Space, Advocacy, Active Minds, Carers Support, In-Reach Peer Support, Social Networking, Counselling and a Welfare Benefit Advice Service.

Our services aim to empower people to take control of their own recovery and participate fully in their communities. We work closely with NHS services, the local authority and voluntary sector partners to provide safe, high-quality, person-centred services.

CONTEXT OF THE POST

The Mental Health Personal Independence Co-ordinator (MHPIC) role sits within the Integrated Neighbourhood Team (INT) multi-disciplinary framework, working in partnership with statutory, voluntary and community sector organisations.

MHPICs provide early engagement, assessment conversations and recovery-focused support to adults with mental health challenges, enabling them to develop Personal Recovery/Action Plans and access appropriate services and community resources.

Each MHPIC supports a defined locality (North, Central or South Croydon), providing continuity of care, community outreach, and coordination of multi-agency support. The role supports integration across health and social care systems and promotes personalised, strengths-based approaches to mental health and wellbeing.



MENTAL HEALTH PERSONAL INDEPENDENCE COORDINATOR - MHPIC JOB DESCRIPTION

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PURPOSE OF THE ROLE

To support adults experiencing mental health challenges to achieve their personal recovery goals, increase independence, and engage with local services and community opportunities.

The MHPIC will provide one-to-one, person-centred support, facilitate Personal Recovery/Action Plans using Open Dialogue approaches, coordinate multi-agency support, and act as the primary point of contact for individuals and their carers within the Integrated Neighbourhood Team framework.

KEY RESPONSIBILITIES

1. Person-Centred Support and Recovery

- Work directly with individuals referred by healthcare professionals, social prescribers and community organisations.
- Facilitate guided conversations using Open Dialogue approaches to develop Personal Recovery and Action Plans.
- Support individuals to identify goals, access services, and overcome barriers to achieving them.
- Deliver community-based support, including home visits and meetings at Mind in Croydon or partner locations



- Empower individuals to build social and community networks, including peer support, volunteering, education, hobbies, and wellbeing activities.
- Maintain professional boundaries, confidentiality, and ethical practice at all times.

2. Multi-Disciplinary Team (MDT) Working

- Participate in local INT+ MDTs, including allocation meetings, case conferences, huddles, and shared learning sessions.
- Work collaboratively with statutory, voluntary and community sector partners to maximise support options and referrals for individuals.
- Act as the named keyworker for a portfolio of individuals, ensuring continuity of care and timely follow-up on actions.
- Provide a central point of contact for individuals, carers, and professionals involved in care planning
- Escalate unresolved issues within the MDT when necessary to ensure timely and effective support.

3. Community Liaison and Service Knowledge

- Build and maintain knowledge of local community resources, services, and support networks.
- Develop relationships with local organisations and contribute to a shared understanding of available support
- Support access to clinical, social care, and non-clinical services as appropriate
- Provide non-clinical advice and insight within MDT discussions to support holistic care planning

4. Administration and Record Keeping

- Maintain accurate records of interactions, actions, outcomes, and Personal Recovery Plans in the organisational database
- Effectively manage a caseload in line with service requirements and timeframes
- Complete risk assessments, including lone working assessments, and ensure safe practice in all settings.
- Prepare reports and contribute to service monitoring and evaluation processes.
- Ensure compliance with organisational policies, procedures and GDPR requirements

5. Team Responsibilities

- Work collaboratively as part of the MHPIC team and wider Croydon Health and Wellbeing network.
- Participate in supervision, reflective practice, and training to maintain professional development.
- Work as part of a “One Team” approach across Mind in Croydon and Croydon BME Forum
- Contribute to service improvement and shared learning within the team.



- Undertake other duties compatible with the role as required to ensure service delivery.

PERSON SPECIFICATION

Essential

Experience and Knowledge

1. Experience of working directly with adults in community health or social care settings.
2. Understanding of mental health and related challenges, including complex or enduring conditions.
3. Knowledge of person-centred approaches, recovery models, and asset/strengths-based care.
4. Experience of multi-disciplinary or “whole team” working.
5. Experience of maintaining high-quality records and managing a caseload.

Skills and Capabilities

6. Ability to work in a non-directive, supportive way to empower individuals.
7. Strong interpersonal, verbal and written communication skills.
8. Ability to build safe and trusting relationships with service users, carers, and professionals.
9. IT literacy, including database use, Word and Excel.
10. Ability to work flexibly across localities, including occasional evenings and weekends.
11. Confidence in lone working and home/community visits.

Personal Attributes

12. Empathetic, respectful, non-judgmental and inclusive.
13. Values-driven, recovery-focused, and person-centred.
14. Motivated, adaptable, and willing to learn.
15. Committed to professional boundaries, confidentiality and ethical practice.

Desirable

16. Relevant qualifications or training in mental health, social care, health care or psychology.
17. Experience in voluntary or community sector settings.
18. Lived experience of mental health issues.
19. Experience in peer support approaches.
20. Knowledge of culturally diverse communities.



ORGANISATIONAL VALUES

All staff are expected to uphold Mind in Croydon's values of:

- Equality and inclusion
- Authentic service user involvement
- Professional integrity
- Recovery-focused and person-centred approaches
- Collaboration and respect

Job Description Agreement

This job description outlines the main responsibilities of the role. It is not exhaustive and may be reviewed in line with service development and organisational needs.