

JOB DESCRIPTION

Title:	Mental Health Personal Independence Co-ordinator
Reporting to:	Mental Health Personal Independence Co-ordinator Manager
Responsible for:	N/A
Salary Range:	£28,955.83 per annum
Hours:	36 hours a week Weekend working will be necessary on an 'as required' basis
Contract:	Fixed Term until 31 st March 2025 with potential to extend, Full-Time
Location:	10 Altyre Road, Fairfield House, East Croydon CR0 5LA and other locations as required.

Mind in Croydon is a charity concerned with the welfare of people with mental health problems living in the London Borough of Croydon and the surrounding areas. Mind in Croydon delivers Mental Health Transformation Program services alongside Croydon BME Forum, these include Croydon Health and Wellbeing Space and Mental Health Personal Independence Coordinators. Other services include Recovery Space, Advocacy, Active Minds, Carers Support, In-Reach Peer Support, Social Networking, Counselling and an Information Service.

Purpose of the role:

The Mental Health Personal Independence Co-ordinator (MHPIC) will work as part of the MHPIC team and will work with other professionals across the health, council, community and voluntary sectors as part of a wider multi-disciplinary team based within the Integrated Care/Community Network Plus (ICN+). Each member of the MHPIC team will support a locality area, located within the Integrated Community Network Plus health and social care systems in either North Croydon, Central Croydon and/or South Croydon. The multi-disciplinary team learning and development during the initial two-year test period will inform the development and growth of the MHPIC team to ensure that it can support community-based mental health and wellbeing across the whole population and in all 6 Integrated Care Network Plus localities by 2023.

MHPICs will work alongside clinical mental health and social care professionals in local MDTs, providing initial contact and assessment conversations using Open Dialogue tools and techniques to enable people to develop their own Personal Recovery Plans and supporting them directly over a period of time to find and access the support and services available to them in their local community.

Each MHPIC will be the direct named key worker for a set number of people, who are referred to the service by healthcare professionals, including GPs, SLAM clinical teams, and other voluntary or community sector organisations. They will provide one-to-one support in the achievement of an individual's recovery goals, ensuring that support is person-centred; that needs and wishes are identified by people themselves; that they have a stronger voice in

relation to issues that affect their lives; and that they are supported and empowered to improve and/or maintain their mental health and wellbeing and to live their best independent lives.

Main responsibilities and key tasks:

- Work directly in a person-centred way to provide one-to-one support to people with a range of mental health and wellbeing issues, including some complex and/or enduring issues, who are referred to the service by healthcare professionals or other community and voluntary sector agencies.
- Undertake guided conversations and use the **Open Dialogue Framework** to support people to identify mental health and wellbeing goals and empower them to develop an action plan/**Personal Recovery Plan**.
- Meet with people and work alongside them directly in their local *communities (including home visits) and/or at any of the Mind in Croydon or Croydon BME Forum offices, using the **Recovery Star Outcomes Model** to help them to identify and articulate progress and personal development, building on their own and local community assets and strengths, and/or to seek clinical or other support where needed.
- Coordinate tasks to support people to manage their Personal Recovery Plan, liaising with relatives, carers and other involved agencies as agreed with the person to ensure an integrated and personalised approach to care and support.
- Support people to create and build their social and community networks, empowering them to develop a range of activities which may include carer support, peer support, befriending, exercise, activity, cognitive stimulation opportunities, creativity, hobbies, volunteering, educational and access to employment support opportunities.
- Support people in a psychologically informed way to overcome the barriers that may arise in achieving their identified goals.
- Understand and build relationships with services and community support, building a repository of knowledge about local groups, services and activities which may support individual people within their local communities and beyond.
- Effectively manage and maintain a portfolio/caseload of people within set requirements, including caseload and timeframe requirements identified within the service framework.
- To complete Risk Assessments as required, including Lone Working risk assessments.
- Work within the multi-disciplinary teams (MDTs) in the Integrated Network Plus locality and regularly attend and contribute to meetings ('huddles') located at GP practices within the locality, and ICN Plus allocation meetings/case conferences, team days and shared learning days/meetings as required.
- Work with the ICN Plus team and other statutory, voluntary and community organisations, to ensure referrals are made appropriately, maximising the value local resources, for example, to local advocacy, counselling, or advice and information services.
- Provide non-health and non-social care advice and information into the meetings, generally and when focussed on discussions about support/recovery plans for individual people.
- As the key-worker, provide a central, continuous point of contact for the person and their family/carers and the range of professionals involved in the Personal Recovery Plan; and

escalate actions within the MDT whole team approach where they have not been completed within the identified or agreed timeframes.

- Create and maintain records of actions taken in relation to people worked with, including regularly updating the organisation's database.
- To work within all policies and procedures of the Croydon PIC Partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018.

*Support in the community includes home visits. The aim of home visits is to assess clients' strengths and needs and link these to agency and community resources, and to ensure that individual clients' needs can be met within a risk-assessed policy approach.

General

- Work in accordance with Mind in Croydon's Values, Aims and Objectives.
- Work as a member of a team, communicating with others in writing and face to face, taking part in staff meetings and team meetings.
- Work closely with the Mental Health Personal Independence Co-ordinator team and Croydon Health and Wellbeing team as 'One Team' to provide an effective and efficient service for our clients. This also includes working in partnership with managers across the organisation.
- Accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.
- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff.
- Act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon and Croydon BME Forum.
- In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering service developments, work, priorities, or any other requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon and Croydon BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the organisation. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

Person Specification

The role is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post.

	Essential	Desirable
Qualifications		
<ul style="list-style-type: none"> Relevant mental health, social care, health care or psychology related training or qualifications 		D
<ul style="list-style-type: none"> Demonstrable evidence of equivalent learning or training 	E	
Experience:		
<ul style="list-style-type: none"> Experience of working directly with people in community health and social care settings 	E	
<ul style="list-style-type: none"> Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges 	E	
<ul style="list-style-type: none"> Working knowledge and experience of person-centred approaches and recovery models 	E	
<ul style="list-style-type: none"> Experience of working in voluntary or community settings and building relationships with local groups and organisations 		D
<ul style="list-style-type: none"> Experience of working within in “whole team”, multi-disciplinary approaches and/or self-managed team 	E	
<ul style="list-style-type: none"> Experience of creating and maintaining high quality records of contact and interaction with people, working within a caseload 		D
<ul style="list-style-type: none"> Knowledge or experience of peer support approaches and asset/strengths-based care and support systems 	E	
<ul style="list-style-type: none"> Experience of working or living in diverse communities and knowledge of cultural context related to mental health and wellbeing 		D
Skills and capabilities		
<ul style="list-style-type: none"> Ability to work alongside the person in non-directive ways – helping the person find solutions that work for them (rather than suggesting solutions) 	E	
<ul style="list-style-type: none"> Ability to focus on and build a person’s strengths and their ability to make use of the resources available to them 	E	
<ul style="list-style-type: none"> Ability to remain recovery-focused – working with empathy, creating hope and building autonomy, empowering the person to define, lead and own their recovery 	E	

<ul style="list-style-type: none"> Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams 	E	
<ul style="list-style-type: none"> Excellent literacy, IT and verbal communication skills 	E	
<ul style="list-style-type: none"> Ability to travel around the borough in a timely manner as the role requires frequent travel to community visits and various meetings 	E	
<ul style="list-style-type: none"> Ability to work flexibly across the team and localities and some evenings and weekends as required 	E	
<ul style="list-style-type: none"> This post will involve lone working and visiting people in community settings including within client's homes and some exposure to dealing with difficult and emotional circumstances/situations. 	E	
Personal Attributes and Approach		
<ul style="list-style-type: none"> Values people and sees their potential, worth and strengths 	E	
<ul style="list-style-type: none"> Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs 	E	
<ul style="list-style-type: none"> Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context 	E	
<ul style="list-style-type: none"> Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required 	E	
<ul style="list-style-type: none"> Shares responsibility for their own personal development 	E	