

JOB DESCRIPTION

Job title:	Communities Manager
Responsible to:	Partnership Manager
Salary:	Starting salary is £35,318 per annum (S02-SP32a)
Full-time:	37.5 per week
Contract type:	Permanent
Location:	East London, E8 3SG

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role.

Purpose of the post:

Mind in the City, Hackney and Waltham Forest, working in partnership with Turning Point and Antidote, provide the City and Hackney Substance Use service. The service is based in each of City and Hackney's neighbourhoods in order to be accessible, local and inclusive. A full integrated service, shaped by the community needs and voices of service users, carers, families,

communities, all staff and volunteers will contribute to recovery, social inclusion and improving the quality of life of all our service users in the City of London and Hackney borough. The service has three elements: Out There, Everywhere- specialist outreach, in reach and engagement, Building Blocks- low, medium and hi intensity support pathways, and Get Connected- building on our local, individual, and shared assets to provide recovery capital and peer support.

This role will connect the staff teams and service users to wellbeing opportunities within the local community. They will promote, together with the community's team whom they will manage, the City & Hackney Recovery Service within the local community through events, social media and local community engagement. To identify the needs of the client group and provide with an adequate support. This role will lead, manage and support the development of recovery- based treatment services that are truly connected to the community and help to build a recovery infrastructure whilst delivering evidence- based treatment interventions and addressing the wider substance related needs of the community.

Main duties and responsibilities:

- To work as part of the wider team to promote strengths-based practice within the hubs and opportunities for community delivery and events within the local area.
- To support the Partnership Manager to establish new partnerships and opportunities for joint-delivery, joint-hosting and joint- engagement within local communities.
- To develop and deliver ongoing training to staff around Asset Based Community Development (ABCD)
- To promote the Innovation fund within the local community and work alongside the projects and service user involvement lead to create opportunities for service users to get connected.
- Promote the C&H Recovery services within the local communities to increase referrals and engagement into our wider services.
- Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. Mental Health Services, Social worker Services adult and child, etc. and to work as an effective member of any multi- disciplinary team
- Lead and develop the Communities Team, comprising of research, after care workers, non opiate & diverse communities engagement lead, dual diagnosis, housing and research workers together with being point of contact with the IPS team. Through this team ensure the growth and development of the volunteer and peer mentoring scheme within the service. Oversee the promotion of the service within the city and hackney communities, encouraging a positive, inclusive and accessible profile via a variety of mediums. Develop and embed the use of community navigation to promote the service and link with city and hackney communities and identify hidden and emerging needs of those communities.
- Responsible for co-ordinating the delivery, monitoring and analysis of Mind groups, acceptance and commitment therapy, radical self care, managing anger and difficult emotions and supporting the impact of these MindCHWF psychosocial interventions across the recovery service.

General

- To comply with, promote, and contribute to the writing and development of, Mind in the City, Hackney and Waltham Forest's Vision, Philosophy, Aims and Objectives and with all organisational systems, policies and procedures.
- To work with colleagues and partners within the service to provide a seamless service.
- In accordance with the Health and Safety at Work Act 1974, to take responsibility for your own health and safety at work and that of any staff, service users or visitors you are working with, and to report any risks or potential hazards to the Health and Safety Representative.
- To keep records and statistics for dissemination to effectively monitor the service, ensuring that all files and information is kept in accordance with City and Hackney Mind's policy on confidentiality
- To be administratively self-supporting.
- To liaise with other City and Hackney Mind projects and staff from partner agencies and external stakeholders to facilitate and maintain effective links.
- To attend and participate in staff meetings, contributing to discussions and giving reports if needed.
- To attend supervision, appraisal meetings and appropriate internal and external training courses as approved by your line manager.
- To attend Mind CHWF staff away days.
- To undertake any other tasks and duties commensurate with the post as directed by the line manager

Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

- Able to develop and operationalise locality-based strategy to deliver business outcomes.
- Excellent interpersonal skills in the pursuit of exceptional delivery of service outcomes to a range of stakeholders and local community groups.
- Excellent communication skills – both verbal and written, with the ability to turn technical language into plain English to enable clarity and engagement of clients, staff, colleagues and customers/commissioners.
- Strong ability to support community-based interventions and initiatives
- Relationship building with key stakeholders to be able to maximise outcomes.
- Written and verbal communication is concise, accurate and clear

Fair: We strive for equity - no-one's needs should go unmet.

- Focused on views and needs of service user
- Interest in service user empowerment and participation
- Professional, non-judgemental and respectful attitude
- Understanding of and commitment to equal opportunities and diversity

- Interest in mental health
- Understanding of the concept of Recovery
- In-depth understanding of substance misuse sector and ability to respond to specific community needs in an appropriate manner requirement for integrated services.

Brave: We walk with people, offering help by doing what works - proven or new.

- Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its individual and team goals
- Project management skills to lead the successful implementation of projects, programmes, community initiatives and interventions
- Understanding of service specifications and leading a team to turn these into operational excellence
- Able to identify and effectively manage organisational and operational risk and provide sound advice and action to mitigate
- Able to prioritise activities and mobilise resources in order to achieve strategic outcomes
- Understanding and adopting latest best practice aligned with the specific service model
- Emotional intelligence and high levels of resilience
- Takes responsibility for organising own work effectively and for delivering results
- Robust and resilient personality that can respond and function within high pressure environments.
- Strong organisational and time management skills, helping others to develop and maintain operational delivery.