**JOB DESCRIPTION**

**Title**: Mental Health Personal Independence Co-ordinator

**Reporting to**: Mental Health Wellbeing Hub Team Manager

**Responsible for:** PIC volunteers

**Salary Range:** £26,491 per annumFTE

**Hours:** 36 hours a week

**Contract**: Fixed Term until 31st March 2023

**Location: *Mental Health Wellbeing Hub in central Croydon, with opportunities to work flexibly from home where agreed***

**Context for the Role**

*The Mental Health Personal Independence Co-ordinator is a new role that has been co-designed with people with lived experience of mental health issues to provide direct, person-centred support and co-ordination to enable people to find and use mental health support in their local communities.*

*The role is an integral part of the wider Integrated Care Network Plus which brings together clinical and community-based support and services based in the Mental Health and Wellbeing Hubs located in communities across the London Borough of Croydon.*

*The Mental Health Personal Co-ordinator Team in Croydon is provided and managed through a partnership between Mind in Croydon and the BME Forum. The PIC Partnership is supported by a Memorandum of Understanding and is currently funded for 2 years, until the end of March 2023, by the South West London Clinical Commissioning Group. It is a key element in the transformation plan which will ensure that mental health support for people in Croydon is an integral part of a local community-based strengths and assets approach to the health and wellbeing of the whole population.*

**Job Summary:**

The Mental Health Personal Independence Co-ordinator (MHPIC) will work as part of the MHPIC team and as part of the wider multi-disciplinary clinical and community mental health support teams (MDTs) based in the local Mental Health and Wellbeing Hubs. Initially, two of the MHPIC team will support 2 locality areas, located within the Integrated Community Network Plus health and social care systems in either North, Central Croydon and/or South Croydon. The remaining 4 MHPICs will work with the 4 ICN+ localities without a pilot Mental Health Wellbeing Hub until the 2 additional Hubs are operational. 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 within the Mental Health and Wellbeing Hub, which operates on principles of open access for people who contact the Hub directly themselves, or who are referred to the Hub 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 mental health and wellbeing issues, including some complex and/or enduring issues, who contact the Mental Health and Wellbeing Hubs or who are referred to the Hub 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 and/or at the Mental Health and Wellbeing Hubs, 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
* Understandand 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

*In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.*

**Person Specification**

The Mental Health Personal Independence Co-ordinator is a skilled, knowledgeable and empathetic person, who enjoys working with people in a person-centred way. They must be flexible and adaptable in approach and be comfortable working in an integrated, whole-team way with people and professionals across the statutory and community health and social care system.

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| **Knowledge and Experience** | **Essential**  | **Desirable** |
| **Qualifications:** |  |  |
| * Relevant mental health, social care, health care or psychology related training or qualifications, or;
* Demonstrable evidence of equivalent learning or training
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| **Experience:** |  |  |
| * Experience of working directly with people in community health and social care settings
* Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges
* Working knowledge and experience of person-centred approaches and recovery models
* Experience of working in voluntary or community settings and building relationships with local groups and organisations
* Experience of working within in “whole team”, multi-disciplinary approaches and/or self-managed team
* Experience of creating and maintaining high quality records of contact and interaction with people, working within a caseload
* Knowledge or experience of peer support approaches and asset/strengths based care and support systems
* Experience of working or living in diverse communities and knowledge of cultural context related to mental health and wellbeing
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| **Skills and capabilities** |  |  |
| * Ability to work alongside the person in non-directive ways – helping the person find solutions that work for them (rather than suggesting solutions)
* Ability to focus on and build a person’s strengths and their ability to make use of the resources available to them
* Ability to remain recovery-focused – working with empathy, creating hope and building autonomy, empowering the person to define, lead and own their recovery
* Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams
* Excellent literacy, IT and verbal communication skills
* Ability to travel around the borough in a timely manner as the role requires frequent travel to community visits and various meetings.
* This post will involve lone working and visiting people in community settings including some exposure to dealing with difficult and emotional circumstances/situations.
* Ability to work flexibly across the team and localities and some evenings and weekends as required

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| **Personal Attributes and Approach** |  |  |
| * Values people and sees their potential, worth and strengths
* Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person’s experiences, beliefs
* Works inclusively respecting the diversity of each person’s experience, and their particular background or cultural context
* Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required
* Shares responsibility for their own personal development
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**END**