

Mind in Croydon

Job Title:	Health Engagement Officer
Salary:	£26k - £28k, pro rata, based on experience
Hours of work:	18 (usually between 9.00 am and 5.00pm, with occasional evening and weekend meetings)
Main office Location:	In the community with main office base at Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA with possibility of some remote working.
Responsible to:	Health Engagement Coordinator
Responsible for:	None
Length of Contract:	One-year fixed term contract

Job Purpose

To offer outreach and engagement, to support people with Severe Mental Illness (SMI) to access their annual comprehensive physical health check. Working to the Health Engagement Coordinator based in Brent, Wandsworth and Westminster Mind, supported by Mind in Croydon's Head of Service Manager. The postholder will work with community partners, including GP Practices, Health Clinics, and the voluntary sector, to engage and support those on the SMI register to access and attend physical healthchecks.

Main Duties and Responsibilities

- Offer outreach and engagement, to support people with SMI to access their annual comprehensive physical health check.
- Engage with the use of a cohort of other Support Workers where appropriate and agreed, for particularly hard to reach cases and where a peer support intervention would greatly increase the likelihood of a successful engagement with a health check.
- Conduct an outreach program to reach people with SMI who are not currently accessing annual, comprehensive, physical health checks and
- Raise awareness about eligibility for people living with SMI
- Provide support for people with SMI to access physical health checks and discussing their concerns
- Dispel misinformation (by, for example, distributing flyers, brochures, or other informational or educational documents)
- Educate people about the importance and availability of healthcare services, such as cancer screenings
- Help individuals to identify barriers / reasonable adjustments that the practice / vaccinating team can make to enable the individual to access their health check / Covid-19 vaccine
- Where appropriate, engage supporters (e.g. family, carers, providers) to offer support in accessing the health check
- If required, liaise with GP practices, vaccination team or individual to support access to the health check
- Ensure an inclusive approach for those who are most vulnerable, including BAME populations, older people, pregnant women and those with missed reviews



Richmond Borough



Brent, Wandsworth
and Westminster



in Kingston



in Croydon

- Gain insight into the reasons for vaccine hesitancy and the barriers to access the vaccine, to shape wider Integrated Care Board (ICB) communications
- Work with existing service users / group attendees where they meet the category of SMI and with people with SMI who are referred by the funder / other identified health stakeholders
- Develop and maintain appropriate links with agencies concerned with the health, welfare and development of people with mental health problems
- Work across multiple agencies
- Ensure that equality and diversity are key considerations in service delivery

Personal organisation

- Be self-servicing in day to day administration tasks
- To accept supervision from the designated manager on a regular basis.
- Engage in personal appraisal, training and professional development
- To act in accordance with Mind in Croydon's core values and agreed policies and procedures

General Responsibilities

- To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities.
- To be responsible for own income and expenditure budgets, in line with Mind in Croydon's financial procedures.
- To attend all staff meetings and organisational events as required.
- To treat with confidentiality any personal, private or sensitive information about individual organisations and or users, staff, etc.
- To keep records and statistics for effective monitoring of the service, ensuring that all files and information are kept in accordance with Mind in Croydon's policies on confidentiality and data protection.
- In accordance with the Health and Safety at Work Act 1974, to take care of your own health and safety at work and any clients and visitors you are working with.
- To undertake any other reasonable tasks consistent with the grade and purpose of the post.

Person Specification

Dimension	Scope	E	D
Experience	Experience of working within a mental health, substance misuse or a related health and social care setting	Y	
	Experience of managing a caseload	Y	
	Experience of using creative approaches to reaching communities that have not historically engaged with mental health / health services	Y	
	Evidence of working to deadlines, and achieving outcomes against targets	Y	
	Creative and flexible approach to working with individuals	Y	
	Experience of dealing with confidential/sensitive information	Y	
	Experience of collecting data and creating reports	Y	
	Experience of influencing others, with the ability to adjust communications style as necessary	Y	
	Knowledge	Understanding of, and a personal commitment to, Equality and Diversity and how this applies - in particular to mental health services	Y
Skills & Abilities	Excellent communication skills and ability to develop effective working relationships at all levels	Y	
	Excellent organisational skills with the ability to prioritise a busy workload	Y	
	Excellent customer service skills with confidence of speaking with new and existing clients ensuring empathy and understanding	Y	
	Ability to work on own initiative plan and prioritise own workloads	Y	
	Maintain personal and professional boundaries	Y	
	To maintain confidentiality and adhere to data protection requirements	Y	
	An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	Y	
	Ability to use Email and IT packages and to use these to record monitoring and evaluation data	Y	
Other	Good administrative skills to ensure self-sufficiency	Y	
	Willingness and ability to travel on public transport throughout the borough of Croydon	Y	
	Positive and flexible attitude to work	Y	

E = Essential, D=Desirable