

Job Title: Primary Care Connector

Salary Range: £22,861 - £27,911

Reports to: Employment Retention Specialist

Location: Islington, London

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

As Primary Care Connector, you will work daily with a range of current and potential referral sources such as GPs and iCope (Improving Access to Psychological Therapies). Generating project referrals, supporting frontline delivery staff in understanding and brokering routes into a wide range of existing services to support our client group, liaising with primary health care professionals, checking in on progress and supporting our activity to evidence the outcomes of the service are all important facets of the job – a job that makes a real difference in the lives of people. You are the person who can help individuals access the right help at the right time. As Primary Care Connector you will understand their communities and the wide range of services available within them. They are passionate about getting it right, able communicators and focused on using their experience to connect people with the help they need in their own communities.

This role is perfect for individuals with experience of working within a community mental health and or wellbeing setting. A practical understanding of primary and secondary care with the ability to champion and embrace

change would be useful. The successful candidate will have a solution focussed approach, be highly organised and be able to deliver to agreed service specifications and outcomes.

Are you right for the job?

- Do you have experience within a community mental health and wellbeing setting?
- Are you a confident relationship builder?
- Do you have the ability to turn around the lives of people through engagement and inclusion?
- Do you have a strong track record of achieving positive outcomes?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you feel passionate about reducing the impact of stigma on people's lives and opportunities

Person Specification

Job Title: Primary Care Connector

(E = Essential D = Desirable)

Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisation's mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

Technical competency (qualifications and training)

- NVQ/SVQ level 3 or above or equivalent experience **(E)**
- Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness **(D)**

Experience, Knowledge and Skills

- Experience of working with external stakeholders, including primary and secondary care services and/or voluntary sector organisations. **(E)**
- Experience of facilitating and supporting clients with complex and/or multiple barriers to achieve positive outcomes. **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. **(E)**
- Experience of brokerage and procurement of services for individuals. **(D)**
- Experience of supporting volunteers. **(D)**
- Understanding of the 5 Ways to Wellbeing and it's practical application **(E)**
- Understanding of inclusion, mental health and anti-stigma. **(E)**
- Knowledge of health and social care system and the application of wellbeing and prevention. **(D)**
- Ability to facilitate, engage, motivate and support partner organisations and service users where appropriate. **(E)**
- A motivational, flexible and problem solving approach. **(E)**

- Positive attitude to mental health, community connectivity and a strengths and assets based focus to engaging with individuals and organisations. **(E)**
- Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. **(E)**
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring service check at an Enhanced Level **(E)**

Main Duties and Responsibilities:

1. Develop and maintain strong working relationships with primary health care services and the wider community services, with the aim to generate appropriate referrals.
2. Develop and maintain an in-depth knowledge of local provision, programme provision of relevant agencies and opportunities pertaining to employability, social inclusion and wellbeing.
3. Work with local voluntary, health and public sector organisations to develop a clear understanding of and pathways into their provision for Get Back on Track Clients.
4. Liaise with Retention Specialist to support their referral of clients into local services.
5. Signpost to existing community assets within the delivery and wider network, which will support the individual in their achievement of remaining in or finding new employment and wellbeing goals, including benefits counselling, housing support, jobsearch, training, health behaviour, sports and leisure, arts and culture, statutory agencies and monitor positive engagement.
6. Liaise with Retention Specialists to support updates of individual client records to ensure that the participant journey is clearly tracked and logged

7. Ensure achievement against service delivery KPIs and outcomes, capturing management information from delivery and provide reports accordingly
8. Ensure safe working practices are maintained as set out within Shaw Trust's policies/procedures as well as operating within service guidelines when clients require crisis support.
9. Encourage participant feedback and user involvement and contribute to evaluations in relation to the wider support network as directed.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.