

## Job Description & Person Specification

<b>Job Title</b>	Hub Support Coordinator
<b>Location</b>	Southwark
<b>Responsible To</b>	Deputy Project Manager
<b>DBS</b>	This post is subject to an enhanced DBS check

### Job Purpose

The role of Hub Support Coordinator is there to bridge the gaps between statutory, health, community and voluntary services and to provide personalised support to anyone with a concern about their own or someone else's mental wellbeing in Southwark.

We support people to navigate local options of support and to be linked with specialist services which can meet their needs. Our aims are to support people to make informed decisions; to improve the wellbeing of everyone in Southwark & to support those with mental health needs to manage their wellbeing.

The role of Hub Support Coordinator, involves autonomous, mobile working in the community alongside engagement with a fast-paced team.

The Hub Support Coordinator will facilitate a drop-in space at our main office and through outreach in community settings. From this they will hold a caseload of individuals they will support on a one-to-one basis for up to 12 weeks. Hub Support Coordinators are required to coordinate and maintain their own workload and to regularly report on their activities in the community.

### Key Responsibilities

#### 1. Service outcomes

- To enable individuals to lead their own journey to having full and happy lives.
- To contribute to individuals with care and support needs receiving timely, preventative support in the community without relying on conventional mental health services
- To raise aspirations create hope, build formal and informal networks and engage people in their communities.

#### 2. Key working practices

- To develop a broad base of knowledge and resources on the support, services available to communities in Southwark.
- To provide information and advice so that individuals can exercise choice and control over how they meet their needs and then facilitate individuals accessing their preferred choice of support.
- To support individuals - on a one-to-one or group basis - as part of a variety

of interventions focusing on self-directed support and achieving an individual's goal.

- Contributing to the protection of individuals from the risk of abuse and self-harm and to create plans with people, about how we manage risk. Liaising with other professionals and sharing approaches to keeping people safe.
- Contributing to the ongoing development of the individual and the service.

## **2. Communication and relationships**

- To communicate effectively with individuals from a wide variety of backgrounds, promotion equality and diversity, celebrating difference & combatting discrimination.
- To have open, honest and transparent professional relationships with people who we work with.
- To forge and maintain relationships with other agencies in the community and take a multi-disciplinary approach to building networks; ensuring clear summaries of risk and need are communicated.
- To promote the service to a range of stakeholders and partner organisations across the borough who could benefit from the services provided by the Hub; key holder of promotion plan link to the Hub's range of outreach/pop-up locations in a range of community setting.

## **3. Identifying social care needs and linking with Statutory Support.**

- To identify those with eligible care and support needs and where applicable make referrals into appropriate statutory services.
- To work with those with eligible needs, to access timely and preventative options for support in the community.
- To escalate those with high support needs to appropriate services and support with the formation of multi-disciplinary networks to support individuals.

## **5. Increasing social capital**

- To promote engagement within the community as a key factor in recovery and self-management.

## **6. Technology**

- To maintain and build upon good working knowledge of ICT, to maximise the flexibility of service delivery and take advantage of opportunities to progress working practices.
- To ensure timely and accurate recording/reporting of activities, goal planning and outcomes achieved.

## **7. Promoting user leadership and involvement**

- To promote and foster opportunities for individuals using the Hub to take the lead in the development of the services.
- To support volunteer involvement in the delivery of the service, offering support and contribute to a positive volunteer experience, including peer supporters.

## **8. Confidentiality**

- Information relating to people we work with must be treated in the strictest

confidence and discussed with colleagues only with prior consent of the individual, unless in the case of risk

- Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

This list is not exhaustive and amendments and additions may be required in line with future policy changes.

### **Equal Opportunities Statement**

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

## Person Specification - COMPETENCIES AND EXPERIENCE

Competency	Essential	Desirable
<b>Mental health</b>	<p>Knowledge and understanding of mental health issues and how they affect our client group.</p> <p>Knowledge and experience of supporting people experiencing mental distress.</p>	<p>Lived experience of mental health issues.</p> <p>Lived experience of housing issues, debt, benefits or other issues that can exacerbate poor mental health or wellbeing,</p> <p>A degree in psychology, social worker or other related field.</p>
<b>Service user Involvement and Leadership</b>	<p>Recognises the importance and value of different lived experiences.</p> <p>A empowering approach to supporting others; giving choice and control to the people we support.</p>	<p>Experience of developing, supporting or fostering user leadership or involvement opportunities</p>
<b>Equality and Diversity</b>	<p>A good understanding of equality and diversity and an inclusive approach towards difference.</p> <p>A commitment to combat and challenge discrimination and to recognise and value diverse experiences.</p> <p>Knowledge of barriers for people accessing services on account of their needs or protected characteristics.</p>	<p>Knowledge specifically of the key communities and needs within Southwark.</p> <p>Experience of tailoring support to improve access or experience of someone from a marginalised group and/or with protected characteristic.</p>
<b>Quality Support Work</b>	<p>Good active listening and communication skills.</p> <p>Experience problem solving with service users and supporting them to make informed choices from available options.</p> <p>Ability to maintain appropriate person centred professional relationships with people accessing support.</p>	<p>Experience of reframing a challenge or need someone experience into a goal.</p>

<p><b>Working Safely</b></p>	<p>Experience of lone working with a range of client groups.</p> <p>Understanding of the importance of safeguarding and confidentiality.</p>	<p>Previous experience of lone working in a community setting.</p> <p>Experience of engaging someone in conversations about risk of harm in their lives and making plans to overcome them.</p> <p>Experience of working with people who can behave in a way that could challenge others.</p>
<p><b>Working in Partnership</b></p>	<p>Able to communicate effectively at all levels and demonstrate an understanding of sensitive or complex issues whilst acting as a positive representative of the organisation.</p>	<p>Knowledge of different services across the health, social care and voluntary sector.</p> <p>An understanding of eligibility for care and support assessments.</p>
<p><b>Managing workload and task planning</b></p>	<p>Experience of working autonomously planning tasks and managing competing priorities.</p>	<p>Previous experience of managing a caseload of people receiving support.</p>