# iCAN Connector Role

**Position:** iCAN Connector Role

**Salary:** £27,547.00 per annum

**Hours:** Full time. 35 hours per week

**Contract type:** Family Friendly Leave cover - Fixed term for up to 12 months (Subject to funding)

**Location:** Our office is at the Wellbeing Centre in Mold, CH7 1EG, with travelling across services in Flintshire and Wrexham.

Hybrid working is possible.

**Reports to:** Service Manager

**Benefits:** 27 days of annual leave plus bank holidays, well-being days, employee assistance programme and 5% pension

## About the organisation:

North East Wales Mind is a progressive mental health organisation that supports people experiencing mental health difficulties to flourish. The aim of our work is to help people build on their strengths, overcome obstacles, and become more in control of their lives. We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Flintshire and Wrexham to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health condition.

We are an iCAN Hub iCAN: Hubs - Betsi Cadwaladr University Health Board, iCAN provides easy access to services in the community that can support you with issues that are affecting your mental health and wellbeing.

**iCAN Values:**

To improve mental health services and outcomes for people, and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

**iCAN Aims**:

- Give a voice to people with lived experience
- Shift focus of care to prevention and early intervention
- Empower people to maintain their mental health and well being
- Encourage open and informed to deliver a trauma informed service

## Purpose of role:

With an understanding of the level of acuity iCAN services can provide for people, the iCAN Connector will provide access to low level (Tier 0) mental health support service for clients with mild/moderate mental health problems. They will organise direct access to an iCAN Community Hub to provide support.

The role of the iCAN Connector is to ensure people in their communities access support at the right time in the right place. Alongside offering a range of low level psychological therapy, trauma informed interventions and evidence-based techniques.

Alongside you will be responsible for delivering a range of low-level psychological therapy, trauma informed interventions and evidence-based techniques, to include Supported Self Help.

The connector will work alongside practitioners within Primary care such as Occupational Therapists, Mental Health Practitioners and other Allied Health Professionals to quickly assesses the needs of the client using a 'What Matters' conversation. The connector will provide access and links to a wide variety of services, such as targeted self-help support for issues such as depression, anxiety, grief and loss, isolation and loneliness, as well as work with partners to address social needs such as connectivity to their community, debt and housing needs.

Receive and communicate complex and sensitive information in situations which may be highly emotive, and where barriers to acceptance and understanding may need to be overcome, requiring developed communication and empathic skills.
Help to maintain and update the performance monitoring management system hosted by each iCAN Hub.

Provide education and advice to GPs, and support statutory and voluntary providers of care and other primary care agencies as appropriate.

To maintain and update client records in accordance with North East Wales Mind guidelines.

To participate as necessary where there is notification of serious concern in all safeguarding processes in accordance to All Wales Safeguarding policy and guidelines.
Use appropriate communication methods to ensure effective support and therapeutic engagement with patients when discussing complex or sensitive issues, which may result in emotional responses from patients, where understanding may be limited or there may be barriers to understanding.

Provide evaluation reporting information agreed with the Service Manager to ensure that the most important impacts and outcomes of the iCAN support service can be measured.

## Job Description:

### Main Duties and Responsibilities:

- Provide comprehensive initial coordination of the iCAN low level mental health support for the Local Primary Service and the iCAN Community Hub.
- Manage referrals for support which could come from statutory and non-statutory agencies - GPs, members of the community, community services, social services, probation and voluntary agencies etc. The post holder will therefore need to develop relationships with other local partners also.
- The post holder will need to be able to articulate their role to the surgeries within the cluster including what iCAN is and what support, interventions and signposting will be available to people.
- Work within Primary care team to co-ordinate appropriate time limited therapeutic interventions using iCAN Hub resources, drawing on knowledge of low-level psychological therapies and evidence-based techniques.
- Deliver a range of low-level psychological therapy, trauma informed interventions and evidence-based techniques, to include Supported Self Help
- Be a key part of MDT working within the cluster to assign appropriate third sector support, onward referrals to iCAN Hubs and timely interventions such as Supported Self Help, or 1:1 counselling following a ‘What Matters’ conversation.
- Work closely with the local cluster to ensure co-ordinated stepped care for people when needed. Develop integrated pathways of care with Your Local Primary Mental Health Support Service (LPMHS) to coordinate the right support and delivery of evidence-based interventions for people.

- Participate as necessary where there is notification of serious concern in all safeguarding processes in accordance with North East Mind policy and guidelines.

- Champion a co-production approach through the voice and influence of people who use our services and people with lived experience of mental ill health, embedding their feedback into service development and delivery.

- Ensure that services provided are safe, accessible, effective, of a high quality and subject to regular evaluation and maintain the highest level of the Mind Quality Mark.

- Additional duties to be discussed and agreed between the iCAN Connector and the Service Manager when required.

- To undertake such other duties as would be reasonably required for a post of this level of responsibility, as directed by Senior Management of North East Wales Mind.

This job description may be subject to joint review from time to time between the post holder and North East Wales Mind, and as such is liable to amendment.

## Person Specification:

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job, each point should be addressed in your application.

North East Wales Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

| Attributes | Essential | Desirable |
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| **Qualifications and Knowledge** | Evidence of continuing professional development and a willingness to learn<br><br>Well-developed knowledge and understanding of well-being, mental health and/or health and social care<br><br>An understanding of the need to use evidence based psychological therapies as an early intervention, as well as the wider range of social | Degree or equivalent qualification in a relevant field (mental health, social care, health care, management, youth work) OR equivalent experience<br><br>Evidence of further training in mental health and suicide awareness |

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| | and economic situations that affect mental health<br><br>Up to date knowledge of Safeguarding legislation and procedures for children, young people and vulnerable adults<br><br>Understanding of key current issues within mental health<br><br>Demonstrates an understanding for the need to use evidence based psychological therapies and how that it relates to this post | Evidence of training in the delivery of low level mental health interventions<br><br>Developing and/or delivering high quality training<br><br>A counselling qualification / working towards a counselling qualification |
| **Experience** | Experience of working with people experiencing mental health challenges<br><br>Working in a health, social care or other relevant setting<br><br>Experience of managing, developing and delivering services within different communities<br><br>Good understanding of assessment and risk assessment and management<br><br>Good understanding of multi-disciplinary and community work | Developing co-production initiatives<br><br>Embedding a trauma-informed approach |
| **Skills and abilities** | Excellent written, verbal and non-verbal communication skills<br><br>Excellent IT skills including the use of Microsoft Office packages and online systems<br><br>Data analysis and report-writing skills<br><br>Able to manage a diverse range of completing priorities and meet deadlines<br><br>Able to work autonomously and as part of a team | Ability to speak and write Welsh |

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| | Able to network and build effective successful working relationships with a spectrum of individuals, groups and organisations.<br><br>Demonstrable commitment to inclusive working, ensuring equity, diversity and inclusion.<br><br>Able to organise and prioritise own workload effectively whilst facing competing demands and pressures to achieve objectives. | |
| **Attitude and personal attributes** | High level of enthusiasm and motivation<br><br>Willingness to provide support, education, guidance to carer's and family members<br><br>Passionate and enthusiastic, a solution-focused approach and can-do attitude<br><br>Committed to personal and professional development<br><br>Committed to equity, diversity and inclusion<br><br>Dedicated to collaborative working<br><br>High level of enthusiasm and motivation.<br><br>A strong team player, able to work across the organisation and contribute effectively to North East Wales Mind's mission.<br><br>Ability to work unsocial hours to support planned fundraising activity. | |

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| **Other** | Prepared to work flexibly including weekends and evenings<br><br>Show flexibility in working location due to the requirement to provide services around Flintshire and Wrexham and further afield, as required<br><br>Valid driving licence and access to a car and be prepared to travel across Flintshire and Wrexham | Lived experience of mental health |

We will consider any reasonable adjustments under the terms of the Equalities and Human Rights Act, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post and to attend an interview.

The Jobholder will ensure that North East Wales Mind policies are reflected in all aspects of their work, in particular those relating to:

(i) Child Protection and the Protection of Vulnerable Adult
(ii) Equalities and Human Rights
(iii) Health and Safety
(iv) Data Protection

## Application process:

Please send your CV and a cover letter (maximum of two pages) which should indicate why you are interested in applying for this role and how you meet the selection criteria to Lisa Jones lisa.jones@newmind.org.uk

**Closing Date: Monday 16th November at 5.00pm**

**Interview Date: Monday 23rd November**

Please note we are unable to provide sponsorship for this post, you must therefore be able to demonstrate your eligibility to work in the UK.

We reserve the right to close this vacancy at any time once we receive sufficient applications and encourage all interested applicants to apply at their earliest convenience to avoid disappointment.

**Disclosure and Barring Service Check**

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

## Contact information:

For further information about the role please contact Lisa Jones

Tel: 01352 974430 / 07542 304623 or Email: lisa.jones@newmind.org.uk

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