



Older Adult Community Connector – Mental Health Recruitment Pack

Job description

Job title	Older Adult Community Connector – Mental Health
Salary	£32,993 (Grade 4) <i>Organisational annual pay award pending</i>
Contract length	Until 30 th May 2027
Hours	35 hours per week

Job Purpose

The role involves providing holistic support to older adults suffering from a serious mental illness or SMI. Service users will have a single or range of diagnosed conditions, will be known to ELFT and will therefore have a range of needs, including symptoms of anxiety or depression, or have a diagnosis of schizophrenia. Specifically, the Older Adult Community Connector will work with multi-disciplinary teams (MDTs) who sit within primary care networks or PCNs (clusters of GP practices) across Newham, and will support people in accessing appropriate local services, embodying a true example of wrap around support.

Older Adult Community Connectors will work with ELFT under what is called the Mental Health Transformation Programme. The ethos of the programme is recovery focused, exploring needs through complexity (rather than diagnosis), a focus on a person's strengths and assets, and on the wider determinants of health and wellbeing.

Above all, the Older Adult Community Connector will be a strong networker who is able to engage multiple stakeholders for the betterment of service user welfare and outcomes.

Your formal location will be Stratford Advice Arcade at 107-109 The Grove London E15 1HP, as well as within the Primary Care Network in Newham.

Equity Diversity and Inclusion

At Age UK East London we are committed to **Equity, Diversity and Inclusion (EDI)**, we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people who live in East London, disabled people and people from the Global Majority.

Key Tasks

The role includes the following list of duties. The Person Specification sets out the qualities and skills needed / expected to undertake the role.

- Work within the local community being alert to mental health needs of local residents. It will provide support and signposting in a range of ways as agreed with the PCN and wider partnership. This may include (but is not exclusive):
- Meeting service users (predominantly the 65+ age group) in informal and formal settings to encourage engagement
- Work within the MDT of the PCN taking actions as agreed by the MDT and recording the outputs and outcomes appropriately
- Work closely with the Mental Health Care of Older People (MHCOP) team within the NHS Trust in supporting service objectives.
- Provide individual service users support and signposting in a range of ways as agreed with the PCN and wider delivery partnership
- Group facilitation
- Coaching, Building Trust and Motivating people in their progress
- Referrals to other mental health provision within the Borough
- Direct, individual support to service users on a case by case basis and assessing pertinent signs (as trained)
- Signposting to community services
- Ongoing monitoring of risk to build a positive but sensitive attitude to caseload
- Providing clarity to the MDT and people on their lists as to how different areas of their need are being addressed by the different provision they are engaged with
- To provide continuity and reassurance to the people on caseload
- To build resilience in the people on caseload and ensure themes are fed back into design, delivery and the development of services
- To provide feedback to the PCN team and upwards about the gaps in service provision as illustrated by the people they are working with
- Any referrals should be done within 28 days of the mental health need being identified in line with guidance offered by the PCN

General

- Attend team and staff meetings, as required.
- Undertake any training required to fulfil the role.
- Undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.
- Carry out the duties of the post in accordance with Age UK’s East London’s policies and procedures including Equal Opportunities, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.

Functional Links

- Reports to Adam Pervoe – Head of Advice and Integration

Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply.

A= We want to see evidence that you meet this criterion as part of your application statement (we may also test at interview).

I = We will test this at interview.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> University degree and/or professional qualification 	<ul style="list-style-type: none"> Mental Health First Aid or equivalent experience Training in motivational coaching and interviewing or equivalent experience
Experience	<ul style="list-style-type: none"> Experience of providing or receiving direct care/support for older adults (preferably with experience of mental health care) Experience of dealing with multiple stakeholders, particularly in the voluntary, community and faith (VCFS) sector Significant experience in local statutory and/or voluntary sector services Experience working within the mental health sphere Awareness of community groups and referral units/bodies Experience of setting up and facilitating wellbeing groups and activities and delivering monitoring and evaluation activities in a 1:1 or group setting Experience of supporting and managing a caseload or group of service users that require wrap around support Experience of producing and 	<ul style="list-style-type: none"> Prior experience of working with people in East London Prior experience of working with people suffering from a mental health issue Experience of working and supporting groups from the BAME community Experience of working with voluntary sector partners in Newham Prior experience of outreach and/or marketing services to people, particularly from a wellbeing perspective Mental Health First Aid or equivalent experience Training in motivational coaching and interviewing or equivalent experience

	<p>working alongside risk assessments</p> <ul style="list-style-type: none"> • Prior experience of partnership working • Excellent working experience of IT systems, particularly MS Office 365 including Excel, Outlook and One Drive 	
<p>Knowledge & Understanding</p>	<ul style="list-style-type: none"> • Demonstrable knowledge of local services and provisions available in Newham • Newham and/or East London specific knowledge of the common thread issues faced by people suffering from mental health • Good knowledge and understanding of the local older adult population, their needs and understand complexities surrounding these • The ability to assist service users in setting goals and making changes that are meaningful • An awareness of the barriers faced by people suffering from mental health concerns 	
<p>Skills/ Attributes</p>	<ul style="list-style-type: none"> • Be inquisitive and solution focussed • Be responsive and flexible • Good time management skills • Meticulous with record keeping • Strong interpersonal and communication skills • Ability to use initiative and work independently, and manage own workload successfully • Approachable and open-minded • Able to work independently 	

	<p>but also as part of a blended team</p> <ul style="list-style-type: none"> • Ability to offer constructive feedback and challenge • Ability to build and develop internal and external relationships • Be willing to operate as the ‘human face’ of the PCN/MDT • Be willing to work alongside MDT members, including clinicians, contributing to complex plans as part of the active service user review • Be able to build an understanding of the change going on within the NHS and absorb information about other Mental Health services and how they can be accessed • Empathetic, with a strong commitment to employee and volunteer well-being. I • Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered. I 	
<p>Additional Requirements</p>	<ul style="list-style-type: none"> • Willingness to take on training provided by ELFT and programme partners • Be prepared to be ‘out and about’ within the community (whilst working within relevant risk assessments and safeguarding procedures) • Personal resilience and flexible attitude in the face of difficulties • High level of self-awareness – the ability to reflect on own practice and to share personal experience. • Willingness to work flexibly including working from a variety of different offices and community spaces • A commitment to implementing the mission and values of Community Links • This post is subject to the relevant check through the Disclosure & Barring Service (DBS) • Flexibility in working hours to meet organisational needs. 	

Employment Details

Contract type

This contracted post is for 35 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

Location

The post holder will be mostly based at the Stratford Advice Arcade, 107-109 The Grove E15 1HP.

Salary

Between £32,993 Plus 5% employer pension contribution. *Organisational annual pay award pending*

Salaries are based on our salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

Holiday entitlement

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, one of which from your current or most recent employer, a DBS Check, evidence of your right to work in the UK and evidence of relevant Qualification (if applicable).

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption, shared parental leave, dependency and carers leave. We have an enhanced maternity and paternity pay

policy based on the length of service and we offer up to one week paid dependency leave and carer leave.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Cycle to work scheme

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

Other benefits

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

Next Steps

How to apply

To apply, please complete the application form on our website.

Recruitment Timetable

Deadline to receive applications: Tuesday 2nd June 2026

Interviews: wk/c 8th June, 1 round of interviews

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: HR@ageukeastlondon.org.uk