

Bridge\_Builder\_Employment\_Volunteering  
CREST Waltham Forest

Community Bridge Building Service

Job Description

Job Title Bridge Builder (WFBB02: Employment & Volunteering)

Salary £21,000 per annum

Hours 37.5 hrs (flexible hours)

Contact length 18 months initially from appointment (may be renewed)

Accountable to The Community Bridge Building Team Leader. Then through the Manager and ultimately the Chair of CREST Waltham Forest

Job Summary

The purpose of the post is to develop access routes into a range of activities in the community, alongside other members of the public, for people with mental health problems supported by primary care services.

NHS Waltham Forest is developing a new community based service for people supported in primary care with mental health problems. This service will complement the current primary care mental health service SOLUTIONS, provided by North East London Foundation Trust.

The new service will be piloted for 18 months. The post holder will be part of a Community Bridge Building Team promoting the social inclusion and increased community activity of people 18 and over with mental health problems. The Bridge Builder will support people mental health problems to access and maintain contact with mainstream community services, resources and facilities. The Community Bridge Building Team will work across the following domains:

Employment  
Volunteering,  
Education,  
Arts,  
Culture & Community, and  
Sports and Leisure.

The post-holder will be part of a small team based at the office of CREST Waltham Forest, Unit 1, The Mews, 2a Truro Road, Walthamstow, London E17 7BY, although the majority of the face-to-face work will be undertaken in community settings.

Close working relationships will be developed with SOLUTIONS, GP practices, local employers, employment and job retention services, Jobcentre Plus and local community services to increase the number of clients accessing mainstream activities and support.

Main Duties

To work as part of the Waltham Forest Community Bridge Building Team, supporting people with mental health problems to make informed choices about their own community participation. To negotiate opportunities for people with mental health problems to participate in community life.

To offer and provide individual support and guidance to people referred by primary care staff and SOLUTIONS that will enable them to access mainstream employment and volunteering opportunities in particular (but not exclusively), developing an expertise in this domain to share with other Bridge Builders.

To support other Community Bridge Builders to enable their clients to access

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employment and volunteering opportunities in the borough.

To research and maintain an information resource of local mainstream community activities and opportunities related to these life domains in the statutory, voluntary and commercial sectors. This includes specific research for resources which are targeted at minority and under-represented groups.

To build partnerships with other agencies so as to foster understanding, access resources and create a wide spectrum of opportunities for people with mental health problems. This includes identifying and working with fear and prejudice about mental ill health. Support may include encouraging agencies to develop new arrangements.

To advertise and market information about current opportunities for community participation to people with mental health problems.

Using public transport as necessary, meet with clients in local accessible public settings, such as community centres, libraries, cafes etc.

To prepare and present reports, maintain client records and statistical information according to the needs of the service.

To comply with all CREST Waltham Forest policies such as equal opportunities, confidentiality and personal safety.

To undertake other duties as required.

#### Key Outcomes

An increase in the number of people accessing mainstream services as part of their recovery from mental health problems.

Greater satisfaction of patients and primary care staff in the increased levels of active lifestyles that the service will provide.

An increased take-up of opportunities in local partnership projects, which promote social inclusion and health improvement.

An increase in the awareness of social inclusion issues among staff and volunteers working in mental health services.

CREST Waltham Forest

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Person Specification

Community Bridge Builder

Quality Essential Desirable

Qualifications

Educational Achievement

'A' Level/NVQ3 Level

Community/youth/support worker qualification(s)

Communication Skills

Demonstrates excellent oral and written communication.

Good computer literacy skills.

Ability to develop good working relationships with clients and professional workers

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Ability to network  
Experience of report writing  
and keeping statistical information.

Confidence in presentation skills.

Good sense of humour.

Experience and Knowledge  
Knowledge of key community organisations and opportunities in the statutory,  
voluntary and private sectors in the life domain specified

Experience of working professionally and empathically with people under strain  
or distressed.

Experience of working with a diverse range of people in a community setting.

Experience of working as part of a team.

Knowledge and understanding of mental health and mental ill health

Experience of using community facilities to meet clients needs

Experience of working with people recovering from mental health problems.

Experience of working with minority groups

Experience of working with the independent and the statutory sector.

Experience of helping people into work, volunteering, education or other  
community services.

Professional Awareness and Development.

Proven ability to work and liaise with other disciplines.

Awareness of equal opportunities legislation and practice.

Understanding of social inclusion policies.

Awareness of incapacity benefit and DLA.

Evidence of recent training to improve skills.