

## About Mind in Camden

Since 1985, Mind in Camden has been helping local people with mental health support. We have a core staff of about 25 people, and we are usually supported by about 100 volunteers. The services we presently run include a wellbeing and recovery service; hearing voices projects for young people, people in prison, and refugee and asylum seekers in immigration removal centres; social prescribing projects; a Healthy Minds initiative that supports people to connect with community activities and a cultural advocacy project creating peer support groups in community associations around Camden. We facilitate the London Hearing Voices Network, which provides training and support for people setting up voluntary peer support groups for voice hearers across the UK.

## Support and Connect Service Context

This service is run as a partnership between Mind in Camden and Likewise. It has been designed to provide person-centred, flexible community support for people living with mental health challenges. Each person will be assigned a Recovery Support Worker, who will build a relationship with them to understand together how their wellbeing can be supported and sustained.

This may include:

- Telephone and in-person support, such as practical problem solving, therapeutic support, building coping strategies and activities to improve wellbeing.
- Welfare support, such as management of finances, bills and benefit applications.
- Supporting communication and planning with wider support networks, including health and wellbeing clinical workers.
- Linking people in with other support services, e.g. housing, employment, peer mentoring and community groups.

It will be tailored to each individual and be flexible as their needs change over time.

Recovery workers will be expected to make autonomous decisions based on the realities of service users' experience, demonstrating a flexible and creative attitude to support work whilst continually reflecting on and learning from successes and mistakes. They will be supported in this through regular supervisions, reflective and learning spaces and team meetings, in which their contribution is vital.

Service user facing work will be a combination of face-to-face meetings, phone and/or video calls, texts and emails, based on people's preferences and local pandemic restrictions.

Strategic decisions about the service will be heavily influenced by service users' and workers' experiences – as such, recovery workers will be expected to carry out evaluative tasks and reflect and comment on how the service could improve.