



# Nightlight Team Leader - Café and Helpline

October 2023

Hertfordshire Mind Network  
Watford Wellbeing Centre  
501 St Albans Road  
Watford  
Hertfordshire  
WD24 7RZ

02037 273600

[info@hertfordshiremind.org](mailto:info@hertfordshiremind.org)  
[www.hertfordshiremind.org](http://www.hertfordshiremind.org)

### **Nightlight Team Leader – Café and Helpline (Maternity Cover)**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role, please see our website at [www.hertsmindnetwork.org/nightlight-team-leader-maternity-cover/](http://www.hertsmindnetwork.org/nightlight-team-leader-maternity-cover/)

**To apply, please submit your CV and a supporting statement outlining how you meet the person specification. Clearly state your address, e-mail address, telephone number.**

Please return applications to Nicola Youens by email to [recruitment@hertfordshiremind.org](mailto:recruitment@hertfordshiremind.org).

**Closing date for applications is Sunday 24<sup>th</sup> November 2023**

**Interviews will be on a rolling basis from Tuesday 5<sup>th</sup> December 2023**

Yours sincerely

**Nicola Youens  
Crisis Manager**

## Nightlight Team Leader – Crisis Café and Helpline

- ☐ Are you calm, non-judgmental and able to work effectively with people experiencing distress?
- ☐ Do you have experience of working within the health, social care or charity sector supporting people experiencing mental health difficulties, crisis or distress often?
- ☐ Do you have experience of managing people to feel supported, safe, trusted and valued, enabling them to excel in the work they do?
- ☐ Can you demonstrate our values of **Hope, Courage, Together,** and **Responsive** and want to be part of our mission to create opportunities for individuals to make choices, find their own solutions, build resilience and manage their whole life and wellbeing?
- ☐ If the answer to all of these is yes, we want to hear from you.

The Crisis Cafes and Helpline are two of our 5 crisis services under our Nightlight brand we provide to residents in Hertfordshire:

1. Crisis Centre – 24/7, 365 days a year
2. Crisis Helpline – 365 days a year, 7pm to 1am
3. Crisis Cafes providing drop in support – 365 days a year, 7pm to 1am
4. Daylight – short term, outreach support
5. A&E Crisis Support in Watford and Lister Hospitals (in partnership with Mid Herts Mind)

This role is leading a team of coordinators and support workers to support to people in mental health crisis via phone, instant messaging or face to face in cafes.

We provide:

- ☐ emotional support
- ☐ support to develop coping strategies, support plans and safety plans
- ☐ effective signposting and referrals to key agencies for on-going support

**“Working at Nightlight has allowed me to develop key skills in crisis intervention whilst juggling other commitments by working hours that suit me. It is a privilege being able to support each individual in an uplifting and compassionate way during the most distressing times of their lives.”**

## Our Vision, Purpose and Values

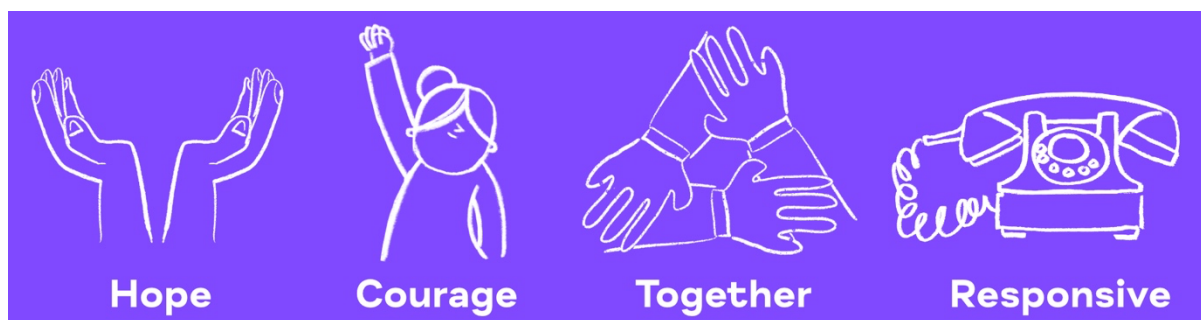
### Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

### Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

### Our values



**Hope** - We believe in potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

**Courage** - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire's mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

**Together** - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

**Responsive** - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

## Job Description

<b>Job title:</b>	<b>Nightlight Team Leader – Café and Helpline</b>
<b>Reference Number:</b>	<b>171</b>
<b>Salary:</b>	£27,000 - £29,000 per annum
<b>Contracted hours:</b>	37.5 hours per week
<b>Working days:</b>	5 out of 7 days Role involves covering coordinator shifts where necessary which are 5.30pm to 1.30am 7 nights a week.
<b>Working base:</b>	Stevenage
<b>Reports to:</b>	Crisis Manager
<b>Contract Length:</b>	Fixed Term (12 months)
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Purpose of Post

- ☐ To be a key member of the Crisis Services management team, providing effective operational leadership delivering the Nightlight Café and Helpline services
- ☐ Ensuring the delivery and development of quality crisis support services and instilling Hertfordshire Mind Network's values throughout the provision.
- ☐ You will provide management support to Café and Helpline Coordinators and support the Crisis Manager in ensuring practice within the service is safe, effective and person centred, as well as supporting the implementation of strategic service plans.

### Service Objectives

The objectives of Hertfordshire Mind Network's (HMN) Nightlight Mental Health Crisis Service are:

- ☐ To improve the mental wellbeing of people experiencing mental health crisis in Hertfordshire.
- ☐ To increase early access to help for people experiencing mental health crisis in Hertfordshire, by providing a clear and effective pathway to services provided by HMN and other third sector and statutory providers.
- ☐ To contribute to an improvement in individual mental wellbeing.
- ☐ To remain a source of independent support for all clients.
- ☐ To provide an alternative pathway to people in distress and crisis to support better outcomes and reduce the demand on statutory crisis services, emergency services and A&E departments.

## Accountability

You will be line managed by the Crisis Manager for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

## Key Responsibilities

- ☐ Provide emotional support, advice, signposting, assessing risk, support planning for clients in mental health crisis often where risks are significant.
- ☐ Overseeing and ensuring the delivery of appropriate needs and risk assessments and support planning for clients.
- ☐ Liaise with statutory agencies to ensure appropriate intervention is obtained.
- ☐ Organising a rota to ensure appropriate service cover is in place at all times across the Nightlight Crisis service provision.
- ☐ Ensuring staff and volunteers feel supported, safe, trusted and valued and excel in their roles through:
  - Recruitment
  - Induction
  - Training
  - Practice Forums
  - Continual coaching
  - Practice Audits
- ☐ Representing Nightlight and wider HMN at external meetings, and network locally to develop contacts, services and raise Herts Mind Network's profile. To provide presentations on the work of Nightlight and HMN and raise awareness around mental health and challenge stigma.
- ☐ Supporting the Crisis manager with developing and ensuring ongoing positive relationship with external NHS, local authority and emergency services including Crisis Resolution Home Treatment Teams, Single Point of Access, Safeguarding Out of Hours Service, Mental Health Liaison Teams, Adult Community Mental Health Services etc.
- ☐ Produce robust, accurate and timely monitoring reports of the team's performance for Commissioners and internal use. Assessing the data to ensure we are continually improving and meeting expectations and agreed performance criteria.
- ☐ Managing complaints and feedback in a timely, professional manner, acknowledging where we need to develop, and ensuring the person feels heard and supported.
- ☐ Manage budgets, expenses, payroll as well as facilities needed for the cafés.
- ☐ Work alongside the Marketing team to develop promotional materials and promote the service.
- ☐ To support in the development of a Nightlight social media promotional campaign. This will include using social media (e.g. Facebook, Twitter and



YouTube) as a marketing tool and using digital marketing skills such as the creation of promotional videos.

- ☐ Participating in training and development opportunities as agreed with the Crisis Manager.
- ☐ Contribute to an on-call service, on rotational basis, usually every 8 weeks, taking calls outside of 9am to 5pm Monday to Friday providing staff support.

## **General**

- ☐ To ensure compliance with legal, ethical and regulatory requirements.
- ☐ To manage personal resources and own professional development.
- ☐ To ensure all duties are carried out in a manner which promotes equity and diversity.
- ☐ To promote a health and safety culture within the workplace by working in accordance with policies, procedures and raising concerns as required.
- ☐ Work in accordance with HMN Confidentiality Policy and wider GDPR.
- ☐ To be an active and effective team member.
- ☐ At all times to carry out every aspect of your duties with due regard to HMN policies, procedures and values.
- ☐ To ensure HMN values are embedded in the service.
- ☐ To maintain a professional level of communication at all times.
- ☐ To maintain appropriate record keeping via client recording management system.
- ☐ Maintain full accountability to the project through supervision and appraisal processes.
- ☐ Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

## **Leadership and Representation**

- ☐ You will line manage a number of Café and Helpline Coordinators and be an operational lead for the Nightlight Service..
- ☐ On occasion, you will be required to provide leadership cover across other Nightlight Services.
- ☐ This will include undertaking assessments over the phone for the Nightlight Professional Referral Line for Crisis Centre visits, providing advice, discussion, and complex case support and supporting with any incidents or escalation required.

**Person Specification on next page.**

<b>Person Specification – Crisis Centre Team Leader</b>		<b>Essential/ Desirable</b>
<b>Experience &amp; Qualifications</b>		
A minimum of 2 years' experience line-managing staff and/or volunteers within a health, social care or voluntary sector setting		E
Minimum 2 years' experience supporting individuals experiencing mental health difficulties, crisis or distress often where risks are high		E
Experience of analysing data, identifying gaps in service provision, and identify and implementing effective solutions		D
A relevant social work or mental health nursing qualification		D
A relevant management or team leading qualification to Level 3 or above		D
<b>Skills, abilities, understanding and knowledge</b>		
Confident and effective communicator including being able to deliver training and presentations		E
Understanding of the Recovery Model in mental health		E
Understanding of the principles of trauma informed care		E
Knowledge and experience of accessing support from statutory and voluntary sector e.g. housing, crisis MH teams, CMHT, safeguarding teams, CGL		E
Understanding of legislation and policies relevant to the role including Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act.		E
Excellent understanding of mental health conditions		E
Evidence of working to deadlines, and achieving outcomes against targets		E
Ability to deal with stressful and difficult situations in a calm manner		E
Ability to prioritise and manage workload		E
Ability to develop relationships and maintain positive working relationships across teams, services and with external partners (e.g. emergency services and mental health teams)		E
Good IT skills including Word, Outlook, Excel PowerPoint and client recording management systems		E



Ability to work hours flexibly covering weekends and day time work for meetings, training, recruitment etc. as well a covering a rota (shifts are 5.30-1.30am)	E
Driving Licence with access to a car for the purpose of business use	E

**October 2023**



**Hertfordshire Mind Network**

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T: 020 3727 3600

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