



Herts Haven Café - Senior Support Coordinator

November 2023

Hertfordshire Mind Network
Watford Wellbeing Centre
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Watford
Hertfordshire
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Herts Haven Café – Senior Support Coordinator

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 and our services, please see our website at

<https://www.hertsmindnetwork.org/herts-haven-cafe-senior-support-coordinator>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Please also specify in your application which working pattern you are applying for (see person specification for options)

Please return applications to Ceri Roderick-Roast at the above address or by email to recruitment@hertfordshiremind.org

Closing date for receipt of applications is midnight on Wednesday 29th November at midnight.

Interviews will take place on Monday 4th December.

We may close this advert early if we have sufficient applications.

Yours sincerely

C A Roderick-Roast

Ceri Roderick-Roast

Senior Lead (CYP)

Our Vision, Purpose and Values

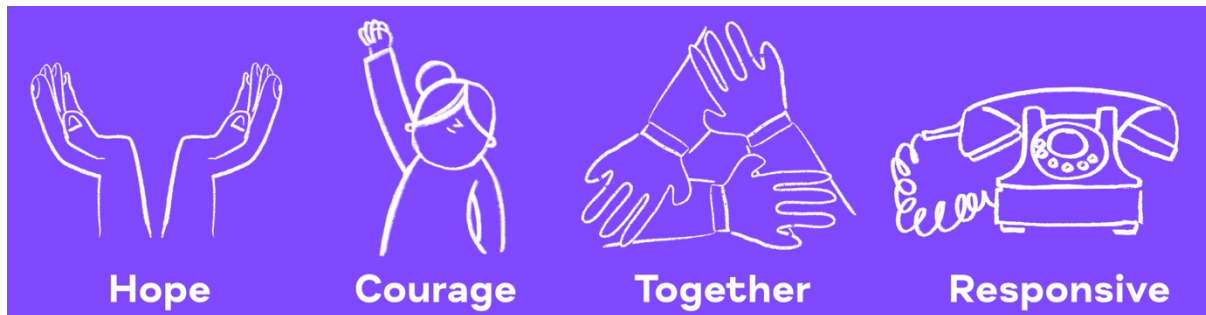
Our vision

“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

Job title:	Senior Support Coordinator – Herts Haven Café
Reference Number:	147
Salary scale:	£27,560 - £29,120 per annum pro rata (inclusive of premium weekend rate)
Contracted hours/working days:	<p>Varied options available:</p> <p>Stevenage Herts Haven Cafe:</p> <p>7 hours or 14 hours (Wednesdays and/or Saturdays)</p> <p>9 hours (Saturday only)</p>
Working base:	Stevenage
Reports to:	Senior Lead - CYP
Checks needed:	Enhanced Adult & Children DBS and 2 satisfactory references
Flexibility required:	<p>Working evenings and Saturday afternoons.</p> <p>Café opening hours will be:</p> <p>Wednesday – 15:30- 20:00</p> <p>Saturday – 12:00 – 17:00</p> <p>You would be expected to arrive/leave 30 minutes before and after the café opening times.</p> <p>Occasionally and with notice, you may be required to attend training or meetings outside of cafe hours.</p>

Working for HMN

As a Herts Mind Network employee, you will be entitled to the below benefits:

- ☐ 25 days pro rata annual leave (increasing incrementally up to 29 with continued years of service) + bank holidays in lieu.
- ☐ Birthday leave.
- ☐ Pension scheme.
- ☐ Health insurance.
- ☐ Employee Assistance Programme.
- ☐ Premium rate pay enhancements for weekend (included in salary band).

Purpose of post

The key purpose of this post is to be an integral member of staff delivering the Herts Haven Café service, facilitating drop-in mental health support for children and young people aged 10-18. As a practitioner you will meet the varying needs of the individual, as they present, meaning no day may look the same. A person-centred approach will be maintained, and this role is pivotal to ensuring CYP have a warm and welcoming space to turn to. You will be working as a team to facilitate support, deliver brief mental health interventions, signposting, and ensure timely information, guidance and referrals are provided for ongoing support.

Service Objectives

The objectives of Hertfordshire Mind Network's Herts Haven Café service are:

- ☐ To improve the mental wellbeing of children and young people experiencing mental health issues, including crisis presentations, in Hertfordshire.
- ☐ To provide drop in, no referral required, timely support to 10-18 year olds.
- ☐ To support children and young people in Hertfordshire to access community based mental health help.
- ☐ To increase early access to help for people experiencing mental health crisis in Hertfordshire, by providing a clear and effective pathway to services provided across the CYP MHS system.

Accountability

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

Job Description

Key Responsibilities (Service & Staff)

- ☐ To play an integral role in instilling HMN's values throughout the Herts Haven Cafe Service.
- ☐ To play a key part in the development and delivery of quality CYP mental health support services.
- ☐ To provide consistent and clear communication to the team, working proactively and with initiative.
- ☐ To be part of a cooperative and collaborative team that is flexible and adaptable to changing requirements.
- ☐ To work with the Senior Lead and CYP Service Manager to generate new approaches to support services in line with identified need.
- ☐ To deliver 1:1 and group interventions, depending on need, flexibly and creatively.
- ☐ To ensure that every individual accessing the service receives, safe and trusted support.
- ☐ To create and review risk assessments, wellness plans, crisis support plans, safety plans, as well as signposting resources, as required.

- ☐ To proactively recognise indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies e.g., C-CATT, Emergency Duty Teams, CYP MHS, etc.
- ☐ To record contacts, interventions, and signposting accurately, concisely and in a timely manner.
- ☐ To work in a way that acknowledges personal, social, cultural and spiritual strengths and needs of the individual.
- ☐ To work in partnership with other local providers and key stakeholders to ensure safe working practices; as well as working with teams to ensure easy access and knowledge of the provision.
- ☐ To work alongside Crisis Teams in line with joint protocols, where required, to support those individuals experiencing a mental health crisis.
- ☐ To signpost and refer effectively into other Herts Mind Network services, as well as alternative VCFSE and statutory organisations.
- ☐ To participate in training and development opportunities as agreed with your line manager.
- ☐ To act as a positive role model showing professional and caring attitudes and behaviours towards other team members, children and young people, families/carers and professionals.

Key Responsibilities (Coproduction)

- ☐ To ensure children and young people involvement and a person-centred approach are embedded within your approach.
- ☐ To liaise with children and young people, family, and carers to ensure that the service is reviewed and co-developed over the lifetime of the contract.
- ☐ To work with children, young people and families to provide feedback for service and system development.
- ☐ To consider each person as an individual.
- ☐ To establish supportive, empowering and respectful relationships with service users and carers/ family.

General

- ☐ To ensure compliance with legal, ethnical, regulatory and social requirements.
- ☐ To manage personal resources and own professional development.
- ☐ To ensure all duties are carried out in a manner which promotes equality and diversity.
- ☐ To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- ☐ To ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons, and all information must be maintained within the Data Protection Act.
- ☐ To be an active and effective team member.
- ☐ To work mainly hours outside of normal office hours (including evenings and weekends).

- ☐ To carry out every aspect of your duties with due regard to Herts Mind Network's (HMN) policies and procedures including the Equalities Statement.
- ☐ To ensure HMN values are embedded in the service.
- ☐ To maintain a professional level of communication at all times.
- ☐ To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies.
- ☐ Maintain full accountability to the project through supervision.
- ☐ Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person Specification on next page.

Person Specification – Wellbeing and admin coordinator		Essential/ Desirable
Experience & Qualifications		
Minimum 2 years' experience working within a health, social care or charity sector supporting children and young people experiencing mental health difficulties, crisis or distress (or have alternative ways of demonstrating the skills, attitude and knowledge brought with this)		E
A relevant social work, mental health nursing, or health and social care qualification		D
Lived experience of mental ill health		D
Evidence of continual professional development.		E
Experience of mentoring and supporting new staff and/or volunteers within a health, social care or voluntary sector setting.		D
Experience of supporting individuals with mental ill health.		E
Proven experience and ability to work flexibly, responding to need as it presents; considering risk, priorities, and allocating work and resources to meet changing priorities.		E
Experience of working in a highly responsive, fast paced environment; with the ability to deal with stressful and difficult situations in a calm manner.		E
Evidence of working to deadlines and achieving outcomes against targets.		E
Skills, abilities, understanding and knowledge		
A creative and flexible approach to working with individuals.		E
Understanding of the current CYP mental health system operating in Hertfordshire		D
Understanding of developing and delivering services within a health and social care setting.		D
Understanding of the principles of trauma informed care, and/or a willingness to attend trauma informed care training.		E
Knowledge and understanding of mental health, including stigma and presentations		E
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental, and emotional wellbeing.		E
Understanding of legislation and policies relevant to the role including Safeguarding Children, Data Protection Act, The Care Act, Mental Health Act and Equality Act and/or a willingness to attend training related to these.		E
Ability to involve service users and carers in all aspects of work.		E

Ability to communicate exceptionally well on phone, in person and in a team, with both staff and service users alike; utilising good active listening skills and a non-judgemental approach.	E
Ability to prioritise and manage workload.	E
Ability to offer understanding and compassion.	E
Good IT skills including MS Teams, Word, Outlook, online chat platforms, Excel and PowerPoint, with proven ability to input and extract information and produce reports.	E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide.	E

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Registered Charity Number 1112487