



Crisis Café

Mental Health

Support Worker

April 2024

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

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www.hertfordshiremind.org

Crisis Cafe Mental Health Support Worker

Vacancy Reference 198

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Role Summary, Job Description and Person Specification. For more information about the role, please see our website at

www.hertsmindnetwork.org/mental-healthcare-support-worker-helpline-crisis-cafes/

To apply, please submit your CV and a supporting statement as to how you meet the person specification.

Clearly state your address, e-mail address, telephone number, whether you have a driving license and whether you own a vehicle.

Please return applications to Carys Norman by email to recruitment@hertfordshiremind.org

Closing date for receipt of applications is 6th May 2024

Interviews shall take place the week commencing 6th May 2024. We reserve the right to close this advertisement early if sufficient applications are received so would encourage early applications.

Yours sincerely

Carys Norman
Director of Crisis and CYP Services

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:	Mental Healthcare Support Worker – Helpline and Crisis Cafe
Reference No:	198
Salary:	£22,347 - £24,024 (pro rata for part time hours)
Contracted hours:	Full time or part-time positions (30 or 22.5 hours) available in addition to Bank hours. A full-time pattern will be working 5 out of 7-day rota, working 17:30 - 01:30
Working base:	Watford, Stevenage and Ware (expectation to travel whenever necessary with mileage paid when not working at home base)
Reports to:	Crisis Cafe Coordinator
Flexibility required:	Evening and weekend – shift times are 17:30 – 01:30
Checks needed:	Enhanced DBS and 2 satisfactory references

Purpose of Post

To be a key member of staff delivering the Nightlight Mental Health Crisis Service, taking part in a rota covering 7 days per week, ensuring the delivery of quality crisis support services and instilling Hertfordshire Mind Network’s values throughout the crisis cafe and helpline provision. Working closely with other staff (bank staff, volunteers), coordinators, team leaders and Crisis manager to ensure services are of the highest quality and support the continued growth and development of the service.

Service Objectives

The objectives of Hertfordshire Mind Network’s (HMN) Nightlight Mental Health Crisis Services 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 Herts Mind Network 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 and emergency services.
- At the Crisis Cafés we enable people to access support in a way that suits them, whether that’s through talking to someone or simply a safe space to have time alone.

Key Responsibilities

- Providing emotional support and developing, alongside clients, flexible and realistic crisis support/person-centred plans within agreed guidelines with support from leadership team (including assessments of need, risk, crisis support plans and review forms) in person or via telephone.
- Draw upon own lived experience as appropriate to inform the delivery of person-centred support.
- Providing immediate advice and information to clients to support with crisis presentations.
- To support individuals both through telephone support (helpline) and face to face support (crisis café).
- Liaise with Nightlight management and external services e.g. police, ambulance service, Crisis Resolution Home Treatment Team, Single Point of Access, Safeguarding Out of Hours Service, Mental Health Liaison Teams, Adult Community Mental Health Services etc .as needed in terms of accepting referrals and proactively recognising the indicators of deteriorating mental health and facilitating appropriate support.
- Complete appropriate signposting/onward referrals to both internal and external services in accordance with identified needs and risks.
- Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.
- Support clients with making drinks and beverages as needed when visiting the crisis café.
- Assisting with housing keeping/cleaning tasks as necessary and reporting any maintenance problems.
- Participating in training and development opportunities as agreed with line manager necessary for the role and as part of agreed personal development plan
- To work occasional daytime hours. Where necessary TOIL can be accumulated.
- Working across the county as needed to ensure appropriate cover at all crisis cafes at all times.
- To undertake any other duties reasonably requested by line manager.
- Contributing to the co-development of the service by supporting service user, family and carer involvement by obtaining feedback and supporting where necessary chances to be involved in wider service reviews.

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 equality 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.

Please see Person Specification on the next page

Person Specification	Essential/ Desirable
Qualifications and Experience	

A relevant counselling, social work, psychology or mental health qualification, or studying in a relevant field	D
A good standard of education (GCSEs grade C and above, level 2 equivalent qualification or appropriate vocational level 2 qualification or above)	E
A personal understanding of mental ill health, either from your own lived experience or by caring for someone with a mental health condition	D
Experience of working or volunteering in a public facing role, preferable in a health or social care setting	E
Experience of supporting adults with emotional and mental health needs	E
Knowledge, Skills and Abilities	
Ability to deal with stressful and difficult situations in a calm manner	E
Understanding of current challenges within the mental health and wider health and social care system	E
Understanding of the Recovery model in mental health	D
Understanding of the principles of trauma informed care, or a willingness to attend training	E
Basic knowledge of mental health conditions and how they can present	E
Knowledge and understanding of housing processes and welfare benefits	D
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 Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act.	E
Able to work with people in an empathetic manner, drawing upon experience to inform support as and when appropriate and based upon the circumstances of individual service users	E
Able to assess risk and respond to changing circumstances, seeking support from coordinators or the team leader as required	E
Creative and flexible approach to working with individuals	E
Practical	
Good IT skills which include being able to use Microsoft Office Applications to a basic level (word, outlook, excel and powerpoint) and able to use the client	E

recording management system; ability to demonstrate you can learn new systems quickly	
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide	E
Personal Circumstances	
Ability to work outside of office hours, including weekends with occasional day time work (e.g. meetings or training). Working hours are 17:30 – 01:30.	E
Show flexibility in working location due to the requirement, on some occasions, to provide services around Hertfordshire	E

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