



Crisis Café/Helpline Coordinator

July 2026

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

02037 273600

info@hertfordshiremind.org
www.hertfordshiremind.org

Crisis Cafe/Helpline 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, please see our website at

<https://www.hertsmindnetwork.org/vacancies/crisis-cafe-helpline-coordinator/>

Please submit your CV and a supporting/cover letter outlining how you meet the person specification for the role.

Ensure your submission clearly includes:

- **Your address**
- **Email address**
- **Telephone number**
- **Driving license and access to a vehicle**

Please note, applications **without a supporting/cover letter** may not be considered.

Please return applications to Jamira Ahmed by email to recruitment@hertfordshiremind.org.

Closing date for applications is Monday 20th July 2026.

Interviews will be held the week commencing 27th July 2026 at Watford Wellbeing Centre.

Yours sincerely,

Jamira Ahmed

Crisis Operational Lead



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COURAGE



RESPONSIVE

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 choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



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Job Description

Reference:	372
Job title:	Crisis Cafe/Helpline Coordinator
Salary scale:	£28,850, increased to £29,400 following successful probation
Contracted hours:	30 hours – 4 evenings per week
Working base:	Watford Crisis Café, with expectation to travel to other sites where necessary, with mileage paid (when not working at home base)
Reports to:	Crisis Café/Helpline Team Lead
Working days:	17:30 – 01:30, working across a 7-day flexible rota including some weekends
Contract Length:	Permanent contract
Checks needed:	Enhanced DBS and 2 satisfactory references

Background

Hertfordshire Mind Network’s Nightlight Service (Cafés, Helpline, 24/7 Crisis House, A&E Liaison service and Daylight provision) is proud to provide urgent support, crisis intervention, and emotional support to people experiencing a mental health crisis in Hertfordshire as an alternative to statutory pathways. We provide support to adults across Hertfordshire 7 days a week, 365 days a year through our Helpline, Cafes and 24/7 Crisis House. We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services when necessary. As a member of our diverse team, you will work closely with service users in crisis, by using a person-centred approach to ensure that everyone is supported with dignity and respect. By honouring the individual experience of each service user, we are able to respect their autonomy as well as encourage and facilitate positive steps towards management of crisis and recovery.

Purpose of post

Alongside other Crisis Cafe/Helpline Coordinators, you will be a key member of the Crisis team, providing effective operational leadership delivering the Nightlight Crisis Café and Helpline Service. You will ensure 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 Crisis Café/Helpline Mental Health Support Workers and volunteers and support the Crisis Café Team Leads in ensuring practice within the service is safe, effective and person-centred.

Service Objectives

The objectives of the HMN Crisis Services are:

- To improve the mental and emotional wellbeing of people experiencing a mental health crisis in Hertfordshire.
- To provide 24/7 support for individuals experiencing a mental health crisis.
- To increase early access to help for people experiencing a mental health crisis in Hertfordshire, by providing a clear and effective pathway to other services provided by HMN and other third sector and statutory providers.
- 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.

More information can be found here: www.nightlightcrisis.org

Accountability

You will be line managed by one of the Crisis Cafe/Helpline Team Leads, but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- Providing emotional support and developing, alongside service users, flexible and realistic crisis support/person-centred plans within agreed guidelines with support from the leadership team (including assessments of need, risk, crisis support plans and review forms) in person or via telephone.
- Drawing upon own lived experience as appropriate to inform the delivery of person-centred support where appropriate.
- Providing immediate advice and information to clients to support with crisis presentations.
- Liaising with Nightlight management and external services e.g. Police, Ambulance, 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 supporting individuals and proactively recognising the indicators of deteriorating mental health and facilitating appropriate support.
- Completing 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.
- Arranging transport for service users to facilitate access to services as needed.



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- Contributing to the service development by being part of the Crisis Café/Helpline Management Team, including supporting audits to help evaluate the service.
- Encouraging a culture of continuous performance improvement at both an individual and service level, including supporting the Service Manager with complaints and compliment management and service evaluations.
- Participating in training and development opportunities as agreed with your line manager.
- Providing regular line management, supervision and appraisal for Support Workers and volunteers, and ensure they are completing tasks to the standards of the service.
- Assisting with the recruitment of staff and supporting their induction and professional development.
- Monitoring team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to the Team Leads.

Leadership and Representation

You will line manage several Crisis Mental Health Support Workers and be part of the operational management for the Nightlight Crisis Cafes. This will include providing supervision, supporting service audits on practice and assisting with service reporting.

General

- To be a positive role model for staff, clients, families and carers.
- 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.
- To undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person specification is on the next page.



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Person Specification		Essential/ Desirable
Qualifications and Experience		
A relevant social work, health and social care, or mental health nursing 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) or correlating CPD / experience	E	
A relevant management or team leading qualification to Level 3 or above, or the willingness to work towards this	D	
A minimum of 12 months experience line-managing staff within a health, social care or voluntary sector setting, or ability to demonstrate key skills and learning to achieve this effectively	D	
Minimum 12 months experience working within a health, social care or charity sector setting supporting individuals experiencing mental health difficulties, crisis or distress; or ability to demonstrate key skills and learning to achieve this effectively	E	
Skills, Abilities, Understanding and knowledge		
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	D	
Ability to absorb, understand and apply knowledge learned	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 Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act.	D	
Understanding of quality assurance through supervisions, audits etc.	D	
A good understanding of mental health conditions	E	
An ability to input data into online data recording systems	E	
Evidence of working to deadlines, and achieving outcomes against targets	E	
Creative and flexible approach to working with individuals (service users and staff)	E	
Ability to deal with stressful and difficult situations in a calm manner	E	
Ability to prioritise and manage workload	E	
Ability to involve service users and carers in all aspects of work	E	

Confident and effective communicator, able to adapt to the audience e.g. families/carers, service users, key stakeholders	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 level report writing skills with the ability to present sensitive information	E
Excellent IT skills which include being able to use Microsoft Office Applications to a good level (word, outlook, excel and PowerPoint) and able to use the service user recording management system	E
Driving Licence with access to a car for the purpose of business use, or alternative means to reliably access the Nightlight Crisis Cafes	E
Physically fit to undertake basic cleaning tasks	E
Ability to commit to rota working flexibly across 7 days	E

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