

# **Crisis Café**

## **Support Worker**

April 2025

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)

## **Crisis Cafe Support Worker– Helpline & Crisis Cafes**

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/crisis-cafe-support-worker/>

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 and telephone number and whether you have a driving license and access to a vehicle. Please return applications to the Crisis Recruitment Team at [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org)

**Closing date for applications is 30th April 2025**

**Interviews to be held week of 12th May 2025**

Yours sincerely

Aliyya Batool  
Service Manager Nightlight Crisis Service

## 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.



## Hertfordshire Mind Network Nightlight

Do you want to support people experiencing Mental Health and Emotional distress in a moment of crisis? Are you calm, compassionate and able to work effectively with people in difficult situations? Can you demonstrate our values of **Hope, Courage, Togetherness, Responsiveness** and want to be part of our mission of creating opportunities for individuals to make choices, find their own solutions and build resilience whilst being supported to manage their lives and wellbeing? If the answer to all of these is “Yes,” we want to hear from you!

**“Having worked in property for over 20 years joining Mind as a Support Worker was a complete career change for me. With the support of my team and working hours that suit my needs I have been able to carry out my studies and take advantage of the extensive range of in house training. It is a pleasure to work for a truly fantastic organisation that puts people first”**

Hertfordshire Mind Network’s Nightlight Service is proud to provide urgent support, crisis intervention and emotional support to people experiencing 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, Crisis Cafes and a 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 team you will work closely with service users in crisis by using a person-centred approach as to ensure that each individual 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.

Our services are needed now more than ever! And so in response, we’re expanding our team to ensure we can provide Care, Understanding and Support to those at a point where they may be at their most vulnerable. By recognising the importance of Lived Experience and the value of Peer Support, we aim to be different and ensure our support is based on the principles of mutual understanding and respect whilst recognising that though recovery looks different to each individual, with the right approach, it is possible for everyone.

Whilst experience is advantageous, the most important thing to us and the people we support is having the right values, skills and commitment to delivering high quality, person centred mental health crisis support.

## JOB DESCRIPTION

|                              |                                                                                                                                                                                                                                               |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job title:</b>            | Mental Health Support Worker (Crisis) - Café and Helpline                                                                                                                                                                                     |
| <b>Job Reference:</b>        | 276                                                                                                                                                                                                                                           |
| <b>Salary:</b>               | From: £24,024 Full-time (pro rata for part time hours)                                                                                                                                                                                        |
| <b>Contracted hours:</b>     | Full time (37.5 hours) - Will consider part-time of 30hrs or 22.5hrs.<br><br>A full-time pattern will be working 5 out of 7-day rota, part-time pattern will be working 4 out of a 7-day rota or 3 out of a 7-day rota, working 17:30 - 01:30 |
| <b>Working base:</b>         | Watford, Stevenage, and Ware (expectation to travel across Hertfordshire where necessary - mileage paid when not working at home base)                                                                                                        |
| <b>Reports to:</b>           | Crisis Cafe Coordinator                                                                                                                                                                                                                       |
| <b>Flexibility required:</b> | Evening and weekends – shift times are 17:30 – 01:30                                                                                                                                                                                          |
| <b>Checks needed:</b>        | Enhanced DBS and 2 satisfactory references                                                                                                                                                                                                    |

### Purpose of Post

To be a key member of the staff team delivering the Nightlight Mental Health Crisis Service. Taking part in a rota covering 7 days per week, ensuring the delivery of high quality crisis support and instilling Hertfordshire Mind Network's values throughout the Crisis Cafe and Helpline services. Working closely with other staff such as: The Service Manager, Team Leaders, Co-ordinators, Contract and Bank Support Workers and Volunteers in order to ensure services are of the highest quality and to 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 Individuals experiencing Mental Health Crisis throughout Hertfordshire.
- To increase early access support 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 party and statutory providers.
- To endeavour to encourage and contribute to the improvement of an individual's Mental Wellbeing.
- To remain a source of independent support for all clients.
- To provide an alternative pathway to people in distress and crisis, in order to support more person specific and beneficial outcomes whilst reducing the demand on statutory crisis and emergency services.

At the Crisis Cafes we promote and enable people to access support in a way that suits them, whether that's through talking to someone or simply by providing a safe space to have time alone or engage with trained staff.

## Key Responsibilities

- To work with service users to create flexible and realistic crisis support/person-centred plans within agreed guidelines whilst providing emotional support and developing professional relationships.
- To work with support from the leadership team in order to develop assessments of need, risk, crisis support plans and review forms, either in person or via telephone with Service Users.
- (If applicable) To draw upon one's own lived experience as appropriate in order to support the delivery of person centred care.
- To provide immediate advice and information to Service Users as to support with crisis prevention.
- To support individuals both through telephone support (helpline) and face to face support (crisis café).
- To 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.
- To proactively recognise the indicators of deteriorating Mental Health through interactions and facilitate access to the appropriate support.
- To complete appropriate signposting/onward referrals to both internal and external services in accordance with identified needs and risks.
- To ensure record keeping is maintained to a high standard at all times and contribute to service monitoring and development requirements.
- To support Service Users with making drinks and beverages as needed when visiting the Crisis Cafe in order to promote a safe, welcoming and hospitable environment.
- To assisting with housing keeping/cleaning tasks as necessary and promptly reporting any maintenance problems.
- To participate in all Training and Development opportunities relevant to the role and those included in one's Personal Development Plan, as agreed with line manager.
- To work occasional daytime hours. Where necessary, TOIL can be accumulated.
- Working across the county as required in order to ensure appropriate cover at all active Crisis Hubs. Where applicable, Mileage/Expenses can be claimed.
- To undertake any other duties reasonably requested by line manager.
- To contribute to the co-development of the service by supporting Service User, Family and Carer involvement by obtaining feedback and supporting (where necessary) opportunities to be involved in wider service reviews.

## General

- To follow and ensure compliance with legal, ethical and regulatory requirements.
- To manage personal resources and own professional development in line with agreed areas of working.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote Health and Safety within the workplace by working in accordance with policies, procedures and practice.
- To work in accordance with HMN's Confidentiality Policy and GDPR.
- To be an active and effective team member.
- To at all times, follow HMN policies, procedures and values in line with your duties.
- To maintain a professional level of communication and engagement at all times.
- To maintain both appropriate and relevant record keeping via Service User recording management system.
- To maintain accountability in one's role to within the department through the supervision and appraisal processes.
- To undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

**Please see person specification on next page**

| <b>Person Specification</b>                                                                                                                                                      |  | <b>Essential/<br/>Desirable</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------|
| <b>Qualifications and Experience</b>                                                                                                                                             |  |                                 |
| 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                               |
| <b>Knowledge, Skills and Abilities</b>                                                                                                                                           |  |                                 |
| 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                               |

| <b>Practical</b>                                                                                                                                                                                                                                     |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 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 recording management system; ability to demonstrate you can learn new systems quickly | E |
| Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide                                                                                                                            | E |
| <b>Personal Circumstances</b>                                                                                                                                                                                                                        |   |
| 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 |

**April 2025**