



Team Leader- Flourish (Refugees and Asylum Seekers

April 2025

Hertfordshire Mind Network
Watford Wellbeing Centre
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Flourish Team Leader

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/vacancies/flourish-team-leader/>

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.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Paul Warwick at the above address or by email to recruitment@hertsmindnetwork.org.

Yours sincerely,

Paul Warwick

Services Manager- Complex Needs and Community

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.



Job Description

Job title:	Flourish Team Leader
Reference Number:	279
Salary scale:	£30,000 - £32,000 per annum
Contracted hours:	37.5 hours per week
Working base:	WBC Closest to home
Reports to:	Services Manager, Complex Needs and Community
Contract length:	Permanent
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

This is an exciting project, 'Flourish', which is a highly flexible and responsive outreach service developed to meet the mental health needs of refugees and asylum seekers in Hertfordshire. The aim of the service will be to support refugees and asylum seekers in the community and in hotels with multiple needs who have mental health support as a primary need.

The countywide holistic service also provides emotional wellbeing support for families who are hosting refugees.

The Flourish Team Leader plays a significant role in the co-ordination and running of the Flourish service. This role is key to the development and support of the team and the wider organisation.

Service Objectives:

- To provide advice, information, onward referral and holistic support to clients with mental ill health.
- Support to build social networks and reduce isolation whilst settling into the Hertfordshire community this includes building a sustainable and empowering peer support network and building confidence and self-esteem.
- To ensure that the safety and wellbeing of the client is monitored and reviewed regularly.
- To remain a source of independent support for all clients.
- Embed a person centred and solution focused approach in all aspects of the role.
- To work in a trauma informed way including awareness of the 6 principles of trauma informed practice, putting the clients emotional and practical needs at the forefront of this work.

The post holder will need to:

- Support the Services Manager with effective running of the Flourish service.
- Provide advice, information, onward referral and holistic support to clients who are experiencing mental ill health or need support with their mental wellbeing.
- Line manage staff and where necessary volunteers.
- Maintain and enhance service delivery standards and effectiveness.
- Lead a team of Flourish Outreach Workers. Ensuring the team are using databases and outcome tools as required to report for the project.
- Promoting the service, increasing visibility and being responsive to changing needs.
- Provide practical and emotional support to encourage service users to develop their independence within their local community.
- Monitor outcomes and evaluate the service. Produce quarterly reports.
- Ensure that the safety and wellbeing of service users using the service is monitored and reviewed regularly.
- To remain a source of independent support for all clients.
- Embed a person centred and recovery orientated approach in all aspects of the roles and responsibilities.
- Oversee Flourish peer support groups in hotels and the community
- Overseeing and coordinating Flourish Together Events for Separated Migrant Children and Young People.
- Become level 3 trained in Safeguarding

Accountability

You will be line managed by the Services Manager at Herts Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To receive and process referrals for refugees and asylum seekers with a mental health need across Hertfordshire and make direct contact within 72 hours of referral.
- To coordinate and deliver Flourish Together events
- To manage a caseload of up to 3 clients.
- To line manage a team of Flourish Outreach Workers
- To line manage the Senior Outreach Worker
- To manage and prioritise all administration tasks associated with the service.
- To provide monthly supervision to support client work and staff wellbeing.
- To enable Flourish Outreach Worker's to support individuals to identify their own needs.
- To work with a team of interpreters to meet the needs of clients where English is not their first language.
- To be responsible for the Flourish quarterly reporting.
- To support the team in doing high quality case studies.

- Embed a holistic, trauma informed and person centered service
- To attend partnership meetings representing the Flourish team.
- To facilitate monthly team meetings.
- To participate in the recruitment of new Flourish Outreach Workers.
- To carry out HMN's induction program for new Flourish Workers.
- To ensure Flourish Outreach Worker's receive regular and up to date training to support their job role and well-being.
- To build strong relationships with staff at partnership agencies such as the Refugee Council, Herts Welcomes Refugees and Migrant Help.
- Ensure a direct community service is in place which encourages, motivates and builds patients self-esteem and confidence. This will include goal setting and support with social and practical skills development.
- To undertake initial contact with clients and complete a holistic needs assessment, making use of assertive outreach work to achieve the initial client contact, if required.
- To provide holistic support and advocacy services to clients experiencing mental ill health, this may be in our centres, in the community, in people's homes or in hotels across Hertfordshire.
- Ensure all person centred risk assessments and support plans are completed as appropriate. This includes safeguarding.
- To accompany clients to initial visits and appointments as necessary in order to ensure the sustained use of existing support services in the Borough.
- To liaise with other agencies to ensure that clients receive appropriate support and continue to remain engaged with the service.
- To assist clients to access appropriate mental health services, drug and alcohol services, housing/tenancy services and other services according to assessed needs.
- To establish effective pathways across a variety of agencies to maximise and provide effective partnership working.
- To work with partners both internal and external to ensure that vulnerable person's cases are monitored and risks evaluated in order to promote community safety.
- To work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service.
- Proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies.
- Support clients to build their emotional resilience and crisis planning tools, promoting self-management through building an understanding of their own triggers/coping strategies.
- To provide advocacy where requested by clients, accompanying them and ensuring their voice is heard when communicating with other agencies.
- To work with HMN staff in other services in order to make onward referrals to other projects.
- Refer to and liaise with appropriate HPFT staff to ensure that individuals with more complex and secondary care needs are appropriately supported.
- Support individuals to develop sustainable local social networks, both through our HMN Wellbeing Centres and other community services and resources.

To assist in the development of the service by:

- Contribute to the service development by working alongside the Services Manager to evaluate service delivery and produce progress and monitoring reports.
- Representing HMN at external meetings, and network locally to develop contacts, services and raise HMN's profile.
- Encouraging a culture of continuous performance improvement at both an individual and service level.
- Building a service that is flexible and adaptable to changing requirements.
- Participating in training and development opportunities as agreed with the Services Manager.
- Overseeing the effectiveness of appropriate care pathways for all patients.
- Undertake good quality supervision and ensure a culture of inclusiveness.

Information, marketing and promotion

- To liaise with marketing to produce a range of marketing materials to promote the Flourish service provision.
- To disseminate the marketing materials to a wide range of audiences
- To attend events and external meetings to promote the Flourish provision.

Monitoring and Evaluation General

- To ensure the funding requirements are met and the impact of the work is recorded, monitored, and evaluated.
- To carry out audits to ensure the data is recorded effectively.
- To ensure outcomes and evaluations are recorded effectively and generate reports as required. This is on a quarterly basis and your sole responsibility.
- To ensure HMN's relevant databases are accurately updated and maintained.

General

- To ensure the funding requirements are met and the impact of the work is recorded, monitored, and evaluated.
- To carry out audits to ensure the data is recorded effectively.
- To ensure outcomes and evaluations are recorded effectively and generate reports as required. This is on a quarterly basis and your sole responsibility.
- To ensure HMN's relevant databases are accurately updated and maintained.
- To ensure compliance with legal, ethical, 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 become level 3 trained safeguarding trained and assist the team with safeguarding concerns and referrals.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To travel between HMN wellbeing centres, hotels and to travel throughout the county.
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement.
- To ensure HMN's 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 service users, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- To work with the HMN safeguarding team and ensure the Flourish team complete safeguarding referrals when needed to a high standard.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person Specification on next page.

Person Specification		Essential/ Desirable
Qualifications		
A professional qualification or equivalent degree related to mental health, health or social care		D
Knowledge and understanding of the health & social care landscape		D
Evidence of continual professional development		E
Knowledge		
Understanding of developing and delivering mental health services within a health and social care setting		E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act		E
Understanding of the principles of trauma informed care		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 & knowledge of the potential concerns of/ challenges faced by refugees and asylum seekers		D
Experience		
Experience of line management.		E
Experience of working with asylum seekers or refugees		D
Experience of project / service management		D
Demonstrates knowledge of producing KPI reports		D
A good understanding of mental health conditions		E
Experience of working with people with mental health conditions		E
Expert by lived experience		D
Evidence of working to deadlines, and achieving outcomes against targets		E
Creative and flexible approach to working with individuals		E
Skills and Abilities		
Excellent communication skills and ability to develop effective working relationships at all levels		E
Ability to work on own initiative whilst retaining teamwork responsibility		E
Ability to work within the principles of equal opportunities and diversity		E
Maintain personal and professional boundaries		E
To maintain confidentiality and adhere to data protection requirements		E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team		E
Ability to deal with stressful and difficult situations in a calm manner		E
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines		E
Practical		
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.		E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide		E
Ability to learn new digital systems quickly		E
Personal Circumstances		

Ability to work unsocial hours to deliver this service	E
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E

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