

# Flourish Group Facilitator

May 2025

Hertfordshire Mind Network  
Watford Wellbeing Centre  
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## **Group Facilitator**

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-group-facilitator/>

**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 access to a vehicle. Please return applications to Paul Warwick, Services Manager for Complex Needs at [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org)**

We will close the advert prior to this date if we receive sufficient applications.

**Interview to be held on a rolling basis.**

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

<b>Job title:</b>	Group Facilitator (Flourish- refugee and asylum seeker service)
<b>Salary scale:</b>	£27,000 pro rata
<b>Contracted hours:</b>	30 hours per week
<b>Working base:</b>	Countywide
<b>Reports to:</b>	Senior Groups Coordinator
<b>Contract length</b>	Permanent

## Purpose of the Post

The purpose of this post is to promote and facilitate our Flourish peer support groups. This service sits within our Complex Needs and Community Services and are informal drop-in group for refugees and asylum seekers. The groups centre on improving the emotional wellbeing and mental health of refugees and asylum seekers, providing these individuals with a safe space to connect with peers. To help these individuals engage with diverse creative activities and develop their confidence and self-esteem whilst helping them integrate into Hertfordshire and the UK.

## Expectations of the Post-Holder

- To play an integral role in instilling HMN's values through the Flourish refugee and asylum seeker service.
- Promoting and facilitating the Flourish groups
- To work as a team.
- To play a key part in the development and delivery of quality of support services.
- Liaising with translators and booking them where required to meet the needs of the groups.

## Service Objectives

The objectives of Hertfordshire Mind Network's Flourish Service are:

- To provide a safe space for refugees and asylum seekers in Hertfordshire.
- To promote the exploration of creativity to support with developing positive mental health.
- To support refugees and asylum seekers who attend the group with developing healthy coping strategies and resilience in relation to personal challenges and/or mental health difficulties.
- To provide information, advice, guidance and signposting based on the individuals who attend the group's needs.
- To support with practical needs of those attending
- To support refugees and asylum seekers attending the group to connect with one another, build relationships and increase social skills as well as skills and tools to integrate into British culture.
- To aid refugees and asylum seekers in increasing a sense of independence, safety, confidence and inclusivity.

- Integrate the group into the local community through establishing a positive presence/reputation and building relationships with other local organisations supporting refugees and asylum seekers.

## **Accountability**

You will be line managed by the Senior Groups Coordinator but will manage your own workload and calendar, prioritising tasks and working on your own initiative.

## **Key Responsibilities (Service & Staff)**

- Ensuring an attitude of continuous performance improvement at both an individual and service level.
- Planning and preparing for each weekly session, establishing the session aims, materials required and anticipated outcomes for people attending.
- Ensuring refugees and asylum seekers feel safe and supported within the group.
- Ensuring diversity across weekly sessions for service-users.
- Monitoring and supervising the delivery of the service and ensuring high quality standards of the work, reviewing each session upon completion and identifying the session's strengths and areas for improvement/development.
- Overseeing the effectiveness of appropriate group interventions and activities for all clients.
- Participating in training and development opportunities as agreed with the Team Leader and Services Manager
- Work in a way that is inclusive, acknowledges personal, social, cultural and spiritual strengths, and needs of the individual.
- Ensuring that a collaborative approach is used, with effective communication links developed with external professional services, including local charities, education providers, councils, housing associations, statutory and NHS services.
- Attending meetings to network and promote the Flourish Refugee and Asylum Seeker Support project with integrating Flourish into the Hertfordshire refugee and asylum seeker service landscape.

## **Key Responsibilities (Clients)**

- Ensuring client involvement and a person centred approach are embedded in the operation of the service, considering each person as an individual.
- Engaging with clients to show empathy, inspire creativity and promote resilience.
- Adapting approaches, activities and communication to meet individual needs.
- Listening, provide education and raise awareness, to help service users manage factors that affect their mental wellbeing and take positive steps towards management of their mental health..
- Taking responsibility for ensuring regular communication with clients, notifying them of any important information and addressing any concerns.
- Ensuring all risk assessments are completed as appropriate.
- Ensuring all safeguarding concerns are discussed, addressed, documented and acted on when required.

- Establishing supportive, empowering and respectful relationships with service users and potentially their living associates.
- Providing advice, information, practical and emotional support to clients and their regarding their support.
- Promote positive attitudes towards mental health.
- Promote diversity both in and outside of the group activity.
- Proactively recognising the indicators of deteriorating mental health and facilitating appropriate action, whilst liaising with relevant agencies Medical/Emergency Services etc.
- Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.

## General

- To ensure compliance with legal, ethical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To carry out all duties in a manner which promotes equity 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.
- Ensure that essential information of a sensitive or personal nature is not disclosed to, or discussed inappropriately.
- Obtain, process and store all data within the Data Protection Act regulations.
- To be an active and effective team member.
- At all times 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 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

Person Specification	Essential/ Desirable
<b>Experience</b>	
Experience of working with vulnerable individuals	E
Experience of working with those affected by crime	D
Experience of managing a caseload	E
Evidence of working to deadlines, and achieving outcomes against targets	E
Experience of delivering monitoring and evaluation information	E
Creative and flexible approach to working with individuals	E
Demonstrable understanding of relevant legislation and policies in regards to child and adult at risk protection issues and legal responsibilities, such as the Data Protection Act, Safeguarding Children and Vulnerable Adults, Child Protection	E
<b>Skills and abilities</b>	
Excellent communication skills and ability to develop effective working relationships at all levels both one-to-one and in groups	E
Advanced interpersonal skills	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
Monitor personal performance against targets and standards	E
To maintain confidentiality and adhere to data protection requirements.	E
Report writing skills with the ability to present sensitive information	E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	E
Ability to construct dynamic safety plans based around assessment of risk for individuals.	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
<b>Knowledge/Qualifications</b>	
A professional qualification or equivalent degree related to domestic abuse, health or social care	D
Knowledge and understanding of criminal justice processes	E
Knowledge of the dynamics of domestic abuse	E
Awareness of statutory and voluntary sector resources working with vulnerable people in Three Rivers and Hertfordshire	D
Understanding of the principles of advocacy	E
Understanding of risk assessment and safety planning	E
Evidence of continual professional development	E
Willingness to undertake further training and study to develop skills and wider understanding of further issues related to domestic abuse	E
Knowledge of other support groups around mental health, financial support and family support available along with referral pathways to these services.	E
<b>Practical</b>	
Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information	E
Car driver with sole ownership of a vehicle, business insurance, a clean driving license and willingness to travel to locations countywide	E
<b>Personal circumstances</b>	
Show flexibility in working location	E

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