

Support, Time and Recovery Worker

May 2025

Hertfordshire Mind Network
Watford Wellbeing Centre
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Support, Time and Recovery Worker

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/support-time-and-recovery-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, telephone number and whether you have a driving license and whether you own a vehicle.

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

Closing date for receipt of applications is Thursday 26th June at 5pm.

Interviews will be held on Monday 30th June at the Mental Health Urgent Care Centre, Lister Hospital.

Yours sincerely

Rebecca Mullane
Services Manager – Dual Diagnosis Partnerships

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:	Support, Time and Recovery Worker
Reference Number:	288
Salary scale:	£23,800- £24,500 per annum pro rata depending on skills and experience inclusive of Outer London Weighting (OLW)
Reports to:	Senior Community Outreach Worker
Contract length:	18 months
No. of hours:	30 hours per week over a 7 day rota <i>7.5 hour shifts between 11am-7pm however this can be flexible</i>
Main base/s:	Mental Health Urgent Care Centre, Lister Hospital, Stevenage
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

Herts Mind Network (HMN) has formed a partnership with Hertfordshire Partnership Foundation Trust (HPFT) to deliver support in the Mental Health Urgent Care Centre (MHUCC) at Lister Hospital.

The MHUCC provides a dedicated space and service for rapid mental health assessment, intervention, and referral, thereby enhancing the quality of care and optimising use of systemwide resources. It provides 24-hour access to specialist mental health assessment aimed at supporting service users to access the least restrictive care and treatment options. It creates a systemwide response to acute mental health crisis that enables people's needs to be met with the right care at the right time.

The Support, Time and Recovery (STAR) Worker will be based at the Mental Health Urgent Care Centre at Lister Hospital, promoting joint working and creating a seamless pathway into community support for clients recovering from mental ill health.

Purpose of Post

- The STAR workers will work closely with individuals in a mental health crisis currently in the MHUCC, by using a person-centred approach to ensure that everyone is supported with dignity and respect.
- You will have a key role with safe and supportive observations and attending to the service users on the unit. You will provide support for carers and liaise with the wider services to support smooth and timely discharge of service users back to the community.
- You will encourage and facilitate positive steps towards management of crisis and recovery; through providing emotional support, signposting and completing onward referrals into mental health support in the community.
- You will also work closely with MHUCC clinical staff, integrated discharge teams, Bounce Back, Nightlight and mental health liaison teams, to proactively identify

referrals into the crisis alternatives service to facilitate timely discharges from the MHUCC.

- You will remain a source of independent support for all Service Users and carers.
- You will ensure that the safety and wellbeing of service users and carers in the MHUCC is monitored and reviewed regularly.
- You will embed a person-centred and recovery-oriented approach in all aspects of the roles and responsibilities instilling HPFT and HMN's values throughout the provision.

Accountability

You will be line managed by the Senior Bounce Back Worker at HMN but will manage your own workload, prioritising tasks and working on your own initiative. You will largely be working autonomously within the MHUCC and with the team there, and will continue to be part of the wider Bounce Back team.

Key Responsibilities

- To provide a consistent presence in the MHUCC for individuals with mental health needs to access for support.
- To advocate for service users, explaining organisations and pathways.
- To provide immediate information and advice about managing wellbeing, reducing risk and onward signposting and referral into wider HMN services and VCFSE organisations.
- To facilitate a clear and easily accessible pathway into the wider Nightlight Crisis Alternative services for individuals, to support timely MHUCC discharge, as an alternative to statutory crisis intervention, or as a supplement to wider care and treatment plans.
- To gather feedback and evaluation on patient experience in the MHUCC
- To develop sound and extensive knowledge of local resources to support in enabling appropriate referrals where necessary.
- To link in with wider Herts Mind Network services and facilitate referrals
- To ensure that a collaborative approach is used, with effective communication links developed with external professional NHS services and to work as an effective member of any multi-disciplinary team. This will require stringent relationships.
- To record accurately and timely tasks done; recording all activity and notes onto the HPFT Electronic Patient Record, PARIS.
- To work in partnership with Mind in West Essex and Mind in Mid Herts to ensure that the crisis alternatives pathway model is consistent across the Hertfordshire and West Essex ICS.
- To support individuals to develop sustainable local social networks, both through our HMN Wellbeing Centres and other community services and resources.
- To act as a positive role model showing professional, caring and respectful attitudes and behaviour towards other team members, service users and carers.

To assist in the development of the service by:

- 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 in partnership with HPFT that is flexible and adaptable to changing requirements.
- To participate in training and development opportunities as agreed with your line manager necessary for the role and/or your own development as part of an agreed personal development plan.
- Overseeing the effectiveness of appropriate voluntary sector pathways for all patients.

General:

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equity, inclusion 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 understand and adhere to all HPFT and HMN's safeguarding policies and procedures including making safeguarding referrals where appropriate.
- To establish and maintain a clear communication pathway between HPFT and HMN.
- 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.
- At all times to carry out every aspect of your duties with due regard to HMN policies, procedures, and values.
- To ensure your work is in line with HPFT and HMN's values
- To maintain a professional level of communication at all times.
- To maintain appropriate record keeping via client recording management system
- To work flexibly to meet the service needs.
- 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 at Herts Mind Network

Please see Person Specification on next page

Person Specification		Essential/ Desirable
Qualifications		
A relevant social work, psychology or mental health nursing qualification, or studying in a relevant field, or experience supporting individuals in a mental health crisis, ideally in a very fast-paced environment.		D
Experience of undertaking assessments of need, risk and producing appropriate support and risk management plans collaboratively.		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
Evidence of continual professional development		E
Knowledge		
Understanding of developing and delivering services within a health and social care setting		E
Understanding of the Recovery model in mental health		E
Knowledge and understanding of the current challenges within the mental health and wider health and social care system		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 the principles of trauma informed care		D
Knowledge and 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
Experience		
Awareness of issues in mental health service provision		E
Proven experience of the assessment, allocation and referral process in health care setting		E
A good understanding of mental health conditions		E
Experience of working with vulnerable individuals, preferably in a fast-paced environment		E
Evidence of working to deadlines, and achieving outcomes against targets		E
Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm manner		E
Strong ability to prioritise and manage workload, working autonomously		E
Ability to develop relationships and maintain positive working relationships across teams, services and with external partners (e.g. Bounce Back, Nightlight, MHUCC staff, Mental Health Liaison Teams, Community Mental Health Teams)		E
Ability to involve service users and carers in all aspects of work		E
Confident with lone working and being able to make decisions, evidencing rationale for such within recording processes		E
Able to assess risk and respond to changing circumstances, seeking support when required		E
Highly motivated and able to learn quickly, willing to seek advice appropriately		E
Creative and flexible approach to working with individuals		E

Practical	
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to use the service user recording management system.	E
Ability to learn new digital systems quickly	E
Driving Licence with access to a car for the purpose of business use; or alternative means to travel reliably between our Wellbeing Centres for relevant supervisions, team meetings and training.	E
Ability to commit to rota working mix of day and late shifts	E

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