



Community Outreach Worker

(Community Support Service)

July 2025

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

02037 273600

info@hertfordshiremind.org
www.hertfordshiremind.org

Community Outreach Worker (CSS)

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/community-outreach-worker-css/>

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 Karlie Baecke at the above address or by email to recruitment@hertsmindnetwork.org

Applications will be reviewed and interviews conducted on a rolling basis. Early submissions are encouraged.

Closing date for receipt of applications is Friday 8th August 2025

Interviews to be held at Watford Well-being centre.

Yours sincerely

Karlie Baecke
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:	Community Outreach worker
Reference Number:	298
Salary scale:	£26,000 -£26,500 per annum depending on skills and experience inclusive of Outer London Weighting (OLW)per annum incl. Outer London Weighting pro rata
Reports to:	Team Leader or Services Manager (CSS/DAS)
Contract length:	Fixed Term
No. of hours:	5days FT 37.5 Hrs
Main base/s:	Watford
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

To support people with complex needs who have mental health as a primary need. This includes people who may have drug and alcohol difficulties. Particularly when they are coming into repeat contact with Police, Tenancy Sustainment Services, Housing and Homelessness Services and Environmental Health Services.

The service will be delivered in Three Rivers, based at the Herts Mind Network Wellbeing Centre, providing outreach around Three Rivers.

Purpose of Post

The purpose of the Community Support Service Outreach Worker is to:

- To provide advice, information, onward referral and holistic support to clients with coexisting drug and alcohol difficulties and mental ill-health. These will be clients who are presenting to the Police, Anti-Social Behaviour, Tenancy Enforcement, Housing and Environmental Health Services within Three Rivers.
- 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 raise greater awareness of complex needs and the effects of Adverse Childhood Experiences (ACEs) amongst local service providers. Supporting them to gain confidence in working positively and consistently with people who have multiple needs.

Accountability

You will be line managed by the Team Leader Complex Needs and Community but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To take allocated referrals from the Police, Borough Council, Housing Providers, and other relevant services regarding clients who appear not to be coping and are making use of emergency services, crisis services and tenancy enforcement services due to their mental ill health.
- Receive self-referrals, including walk-in contacts at the Watford Wellbeing Centre.
- To 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.
- Ensure all person-centred risk assessments and support plans are completed as appropriate.
- 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 multi agency partners to support the delivery of co-ordinated services for clients where appropriate.
- 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.
- To provide crisis/safeguarding intervention support. This will include responding to problems, which pose an immediate risk.
- 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 it is requested by clients, accompanying them and ensuring their voice is heard when communicating with other agencies.

General Responsibilities

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To adhere to all Hertfordshire Mind Covid 19 precautionary measures.
- 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.
- 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 work some hours outside of normal office hours (including evenings and weekends).
- 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 ensure (HMN) values are embedded in the service.
- To always maintain a professional level of communication.
- 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.
- Full training for the role will be provided.

Person Specification on next page.

Person Specification	Essential/ Desirable
Experience	
Experience of line management.	
Experience of project / service management	
Demonstrates knowledge of producing KPI reports	
A good understanding of mental health conditions	
Experience of working with people with mental health conditions	
Expert by lived experience	
Evidence of working to deadlines, and achieving outcomes against targets	
Creative and flexible approach to working with individuals	
Skills and abilities	
Excellent communication skills and ability to develop effective working relationships at all levels	
Ability to work on own initiative whilst retaining teamwork responsibility	
Ability to work within the principles of equal opportunities and diversity	
Maintain personal and professional boundaries	
To maintain confidentiality and adhere to data protection requirements	
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	
Ability to deal with stressful and difficult situations in a calm manner	
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines	
Knowledge/Qualifications	
A professional qualification or equivalent degree related to mental health, health or social care	
Knowledge and understanding of the health & social care landscape	
Evidence of continual professional development	
Practical	
Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information	
Car driver with sole ownership of a vehicle, business insurance, a clean driving license and willingness to travel to locations countywide	
Personal circumstances	
Show flexibility in working location	
Ability to work some unsocial hours on occasion for example attending evening and weekend meetings	

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