

**Community Outreach  
Worker - Community  
Support Service (CSS)**

“Reaching Communities”

June 2026

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)

## Community Outreach 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/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](mailto:recruitment@hertsmindnetwork.org)

**Closing date for receipt of applications is 6<sup>th</sup> July 2026 5pm**

**Interviews to be held on a rolling basis at the 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.



HOPE



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COURAGE



RESPONSIVE

## Job Description

<b>Job title:</b>	<b>Community Outreach Worker</b>
<b>Reference Number:</b>	<b>360</b>
<b>Salary scale:</b>	£26,000-£27,000 pro rata
<b>Contracted hours:</b>	25 hours per week
<b>Working base:</b>	St Albans Wellbeing Centre/St Albans food bank centres
<b>Reports to:</b>	Team Leader
<b>Contract length:</b>	Permanent
<b>Checks needed:</b>	DBS, References

### Background of Post

St Albans & District Foodbank is an independent charity within the Trussell network, operating nine foodbank centres across the district alongside a central warehouse and home delivery service. Over recent years, the Foodbank has developed a “More Than a Foodbank” model, recognising that food insecurity rarely exists in isolation and that many people accessing support are also experiencing poor mental health, debt, housing insecurity, social isolation and wider practical challenges.

Alongside emergency food provision, the Foodbank has developed strong partnership working with Citizens Advice St Albans District, local mental health organisations, statutory services and community groups to create a more joined-up and person-centred support model.

The Reaching Communities partnership between St Albans & District Foodbank, Citizens Advice and Hertfordshire Mind Network aims to provide integrated practical, emotional and wellbeing support within trusted community settings. The partnership focuses on early intervention, reducing repeat crisis, improving access to support and helping people navigate systems before situations escalate further.

The Outreach Worker role is intended to feel fully embedded within the Foodbank environment and wider Foodbank Plus model, working relationally and practically alongside the Wellbeing Team, volunteers and partner organisations to support people experiencing hardship and complex life circumstances.

### Purpose of Post

The purpose of the Hertfordshire Mind Network Community Outreach Worker role is to:

- Expand employment, health and wellbeing, and community engagement
- Strengthen existing service provision for financial advice, food security, and homelessness support.
- Build strong local partnerships, volunteer networks, and stakeholder relationships.



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- Deliver measurable outcomes for residents, with a focus on those experiencing deprivation and marginalisation.
- To provide advice, information, onward referral and holistic support to clients with coexisting drug and alcohol difficulties, mental ill-health, these will be clients who are presenting to the police, anti-social behaviour, tenancy enforcement, housing and environmental health services within Hertfordshire.
- 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 CSS Team Lead at HMN but will manage your own workload, prioritise tasks and work on your own initiative.

## Key Responsibilities

- Provide direct client support within Foodbank centres, partnership meetings, MDT discussions, wellbeing activities, events, and wider partnership initiatives linked to the project.
- Build and maintain strong working relationships with Foodbank staff, volunteers, Citizens Advice, wellbeing teams, and external partners, working effectively within busy community settings.
- Attend and contribute to regular wellbeing, MDT, and partnership meetings to discuss client needs, risks, and support options.
- Support and encourage clients to access appropriate services, including mental health, housing, tenancy, drug and alcohol, employment, volunteering, and community-based support, helping to prevent issues from escalating into crisis.
- Develop and co-facilitate wellbeing groups, workshops, and community activities that promote confidence, emotional wellbeing, social connection, and recovery.
- Collect client feedback, case studies, and qualitative impact information, including participation in focus groups with the wellbeing team.
- Provide employment-related support as part of recovery-focused services, including goal setting, job readiness, workplace adjustment support, CV development, and access to volunteering opportunities.



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- Engage individuals experiencing early-stage mental health challenges or barriers to employment through accessible community-based support delivered in partnership with local organisations.
- Provide practical support to clients, including accompanying or transporting them to appointments where necessary to reduce barriers to accessing services and maintain engagement.
- Work one Saturday every four weeks in a designated Foodbank centre to support service delivery.
- Accept and manage referrals from police, local authorities, self-referrals, and other agencies for individuals experiencing mental health difficulties and making frequent use of crisis or emergency services.
- Complete holistic needs assessments, using assertive outreach where required, and provide person-centred support planning, risk assessment, advocacy, and ongoing case management.
- Monitor client wellbeing, identify signs of deteriorating mental health, facilitate appropriate interventions, and provide crisis and safeguarding support where immediate risks are identified.
- Support clients to build emotional resilience, develop crisis plans, understand personal triggers, and strengthen coping strategies to promote self-management.
- Advocate on behalf of clients where required, ensuring their views are represented and their access to services is supported.
- Establish and maintain effective multi-agency pathways and partnership working to ensure coordinated support, risk management, and positive outcomes for vulnerable individuals.
- Support asylum seekers and refugees accessing Foodbank services, including arranging interpreter services where required.
- Attend and support Foodbank, partnership, and community engagement events as appropriate.

## General Responsibilities

- To ensure compliance with legal, ethical, regulatory and social requirements.
- To follow all HMN Safeguarding policies and procedures
- 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.



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- 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 and to travel throughout the county.
- 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 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.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

**Person Specification on next page.**



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Person Specification	Essential/ Desirable
<b>Qualifications</b>	
Evidence of continual professional development	E
<b>Knowledge</b>	
Understanding of developing and delivering mental health services within a health and social care setting	E
Significant proven knowledge and skills around services working with [children, teens and young adults and parent/carers OR adults with mental health needs] and knowledge of models and services to meet needs	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	D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing	E
<b>Experience</b>	
Experience of creating and reviewing dynamic risk assessments and support plans, escalating needs as necessary	E
Proven experience of working to deadlines, and achieving outcomes against targets	E
Previous lived experience of mental ill health	D
<b>Skills and Abilities</b>	
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	E
Confident and effective communicator who is able to deliver service presentations, adapting their style to the audience	D
High level report writing skills with the ability to present sensitive information to a range of audiences	D
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required	E
Creative and flexible approach to working with individuals	E
<b>Practical</b>	
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.	E
Ability to learn new digital 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 unsocial hours on occasion	E
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E

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501 St Albans Road, Watford, WD24 7RZ  
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T: 020 3727 3600  
www.hertfordshiremind.org  
Registered Charity Number 1112487