



# **Community Support Worker (Primary Care Network Service)**

June 2026

Hertfordshire Mind Network  
Watford Wellbeing Centre  
501 St Albans Road  
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[www.hertfordshiremind.org](http://www.hertfordshiremind.org)

### **Community Support Worker (Primary Care Network Service)**

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-support-worker-pcn/>

**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 on 6<sup>th</sup> July 2026 at 5pm**

**Interviews to be held on a rolling basis at our Watford Wellbeing centre.**

Yours sincerely

Karlie Baecke

**Services Manager Complex Needs & Community**



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## 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.



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## Job Description

<b>Job title:</b>	<b>Community Support Worker (Primary Care Network Service)</b>
<b>Reference Number:</b>	<b>362</b>
<b>Salary scale:</b>	£26,000 - £27,000 pro-rata
<b>Contracted hours:</b>	37.5 hours per week (Monday – Friday, 9am – 5pm)
<b>Working base:</b>	Closest to applicant’s home address
<b>Reports to:</b>	Team Leader (Complex Needs & Community)
<b>Contract length:</b>	Permanent
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Purpose of Post

The Primary Care Network Service works in partnership with GP surgeries in Hertfordshire to provide advice, information, onward referral and holistic support to individuals who are experiencing mental ill health or need support with their mental wellbeing. Supporting people in the community in their own homes and our wellbeing centres.

### Service Objectives

The objectives of the Primary Care Network Service are:

- To improve the mental wellbeing of people experiencing mental ill health.
- To increase early access to help for people experiencing mental ill health, by providing a clear and effective pathway to services provided by Herts Mind Network and other third sector and statutory providers.
- To remain a source of independent support for all clients.
- To ensure correct access via Primary Care into the HMN service therefore reducing the pressure on GP services
- To contribute to an improvement in the proportion of people with mental ill health who are accessing specialist support via their GP surgery
- To provide an assertive outreach approach for clients that may have complex or multiple needs.

### The post holder will need to:

- Provide advice, information, onward referral and holistic support to clients who are experiencing mental ill health or need support with their mental wellbeing.
- Maintain and enhance service delivery standards and effectiveness.
- 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.

- 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.

## Accountability

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

## Key Responsibilities

- To manage a caseload of up to 25 clients.
- To manage and prioritise all administration tasks associated with the service.
- To attend monthly supervision to support client work and wellbeing.
- Embed a holistic, trauma informed and person-centered service
- To attend monthly team meetings.
- To participate in the introduction of new Community Support Workers.
- Attend six-weekly external clinical supervision sessions for the team.
- To build strong relationships with GP surgeries across Hertfordshire.
- 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.
- 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.



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- 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.
- Support individuals to develop sustainable local social networks, both through our HMN Wellbeing Centres and other community services and resources.
- To attend drop-in clinics at GP surgeries
- To work in partnership with GPs, GP plus workers, Arrs workers and Social Prescribers to ensure timely access and referral pathways into the service

### **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.
- Support with building a service that is flexible and adaptable to changing requirements.
- Participating in training and development opportunities as agreed with the Team Leader.

### **Information, Marketing and Promotion**

- To disseminate the marketing materials to a wide range of audiences
- To attend events and external meetings to promote the Primary Care Network Service provision.

### **Monitoring and Evaluation General**

- To ensure the data is recorded effectively.
- To ensure outcomes and evaluations are recorded effectively. This is on a quarterly basis and your sole responsibility.
- To complete a high-quality case study every quarter, or when necessary
- To ensure HMN's relevant databases are accurately updated and maintained.

### **General Responsibilities**

- 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.



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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 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.
- Follow all HMN safeguarding policies and procedures
- 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>	
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
<b>Knowledge</b>	
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
<b>Experience</b>	
Experience of line management.	E
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
<b>Skills and Abilities</b>	
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
<b>Practical</b>	
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
<b>Personal Circumstances</b>	
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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**June 2026**



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