

Community Outreach Worker (CSS Housing)

September 2026

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

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www.hertfordshiremind.org

Community Outreach Worker (CSS Housing)

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-housing/>

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

Closing date for receipt of applications is 9th October 2026 at 5pm

Interviews to be held on a rolling basis at our Watford Wellbeing Centre

Yours sincerely

Karlie Baecke
Services Manager Complex Needs and Community



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TOGETHER



COURAGE



RESPONSIVE

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 (CSS Housing)
Reference Number:	363
Salary scale:	£26,000 - £26,500 per annum pro rata
Contracted hours:	5 days per week 37.5 Hours
Working base:	West Hertfordshire base
Reports to:	Senior Community Outreach Worker
Contract length:	Permanent
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

To support people with complex needs who have housing issues 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 five-day post will be delivered in West Hertfordshire. With the flexibility to travel Hertfordshire County.

Purpose of Post

The purpose of the Hertfordshire Mind Network Community Outreach Worker role 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 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 Senior Community Outreach worker- Community Support Services for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To take allocated housing 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 any of our 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 and housing concerns.
- 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 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 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 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.
- Full training for the role will be provided.

Person Specification on next page.



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Person Specification	Essential/ Desirable
Experience	
A good understanding of mental health conditions	E
Experience of working with vulnerable individuals	E
Experience of working with those affected by housing difficulties	D
Experience of managing a caseload	E
Evidence of working to deadlines, and achieving outcomes against targets	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
Skills and abilities	
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
Knowledge/Qualifications	
A professional qualification or equivalent degree related to mental health, health or social care	D
Knowledge and understanding of housing processes	E
Understanding of the principles of advocacy	E
Understanding of risk assessment and safety planning	E
Evidence of continual professional development	E


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Practical	
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
Personal circumstances	
Show flexibility in working location	E
Ability to work some unsocial hours on occasion for example attending evening and weekend meetings	E

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