

A&E Link Worker

July 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
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Hertfordshire
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www.hertfordshiremind.org

A&E Link 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/a-e-link-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 30th July at 5pm.

Interviews to be held on Thursday 6th August at our Letchworth Wellbeing Centre.

Yours sincerely,

Rebecca Mullane
Services Manager – Complex Needs & 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



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Job title:	A&E Link Worker
Reference Number:	371
Salary scale:	£26,000 - £27,000 per annum
Contracted hours:	37.5 hours per week over a 7-day rota <i>7.5 hour shifts between 3-11pm</i>
Working base:	Lister Hospital
Reports to:	Senior Lead or Senior Community Outreach Worker
Contract length:	Permanent
Checks needed:	DBS and 2 References

Background of Post

The objectives of Hertfordshire Mind Network's (HMN) A&E Liaison Service is:

- To improve the mental wellbeing of people experiencing mental health crisis in Hertfordshire.
- To increase timely access to help for people experiencing mental health crisis in Hertfordshire, by providing a clear and effective pathway to services provided by HMN and other third sector and statutory providers.
- To contribute to an improvement in individual mental wellbeing.
- To remain a source of independent support for all clients.
- To provide an alternative pathway to people in distress and crisis to support better outcomes and reduce the demand on statutory crisis services, emergency services and A&E departments.

Purpose of Post

- You will work closely with individuals in a mental health crisis currently in A&E, by using a person-centred approach to ensure that everyone is supported with dignity and respect.
- 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.
- You will liaise closely with the Nightlight team, supporting individuals in crisis to access the alternative crisis pathway, as well as the Bounce Back team to facilitate longer-term support in the community.
- You will also work closely with A&E clinical staff, integrated discharge teams and mental health liaison teams, to proactively identify referrals into the crisis alternatives service to facilitate timely discharges from A&E.
- You will deliver high-quality crisis support services and instilling Hertfordshire Mind Network's values throughout the provision.

Accountability

You will be line managed by the Senior Lead or Senior Community Outreach Worker, but will manage your own workload, prioritising tasks and working on your own initiative. You will largely be working autonomously within A&E but will continue to be part of the wider Bounce Back team.

Key Responsibilities

- To provide a consistent presence in A&E for individuals with mental health needs to access, as well as partner agencies, including A&E staff, integrated discharge teams, mental health liaison teams, CGL, Bounce Back, to refer into.
- To facilitate a clear and easily accessible pathway into the wider Nightlight Crisis Alternative services for individuals, to support timely A&E discharge, as an alternative to statutory crisis intervention, or as a supplement to wider care and treatment plans.
- To provide immediate information and advice about managing wellbeing, reducing risk and onward signposting and referral into wider HMN services and VCFSE organisations.
- To undertake assessments of needs and risk, devising crisis and risk management plans, and liaising with services, to facilitate referrals daily.
- To develop sound and extensive knowledge of local resources to support in enabling appropriate referrals where necessary.
- To promote and raise the profile of Nightlight, Bounce Back and wider HMN services within the hospital to ensure greater community awareness of crisis alternative provision.
- To participate in daily check in meetings with Nightlight at 17:45 and 21:00 through Microsoft Teams, communicating appropriately and sharing information with staff following assessment and onward referral into the service.
- To develop relationships across both Bounce Back and Nightlight teams
- 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; utilising our client management system to capture the outputs and outcomes achieved, to monitor service impact.
- To represent Herts Mind Network at external meetings, and network locally to develop contacts, services and raise Herts Mind Network's profile.
- To encourage a culture of continuous performance improvement at both an individual and service level.
- To build a service that is flexible and adaptable to changing requirements.
- 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 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.
- To contribute to reviewing the effectiveness of appropriate crisis interventions for all service users, including but not limited to, contributing to the co-development of the service by supporting service user, family, and carer involvement by obtaining feedback and supporting where necessary chances to be involved in wider service reviews.
- To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers.
- To provide cover for the Crisis Café's where necessary

General Responsibilities

- 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 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 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 – A&E Link Worker	Essential/ Desirable
Experience	
A good understanding of mental health conditions	E
Experience of working with vulnerable individuals	E
Experience supporting individuals in a mental health crisis, ideally in a fast-paced environment.	E
Experience of undertaking assessments of need, risk and producing appropriate support and risk management plans collaboratively.	E
Evidence of working to deadlines, and achieving outcomes against targets	E
Creative and flexible approach to working with individuals (staff and clients)	E
Demonstrable understanding of relevant legislation and policies in regards to child and adult at risk protection issues and legal responsibilities, such as the Mental Capacity Act, Data Protection Act, Safeguarding Children and Vulnerable Adults, Child Protection	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
Skills and abilities	
Excellent communication skills and ability to develop effective working relationships at all levels	E
Able to work with people in an empathetic manner, drawing upon experience to inform support as and when appropriate and based upon the circumstances of individuals	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
Understanding of the principles of trauma informed care, or willingness to learn and implement these	E
An understanding or current challenges within the mental health and wider health and social care system	D
An understanding of housing processes and welfare benefits	D
Confident with lone working and being able to make decisions, evidencing rationale for such within recording processes (e.g. through assessments, incident reporting)	E
Highly motivated and able to learn quickly, willing to seek advice appropriately	
Knowledge/Qualifications	
A professional qualification or equivalent degree related to mental health, health or social care	D
Understanding of the principles of advocacy	E
Understanding of risk assessment and safety planning	E
Evidence of continual professional development	E
Practical	

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
Driving Licence with access to a car for the purpose of business use; or alternative means to travel reliably between places for working hours of 3-11pm, including on public holidays	E
Personal Circumstances	
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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