

Crisis Café/Helpline Support Worker

August 2026

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

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www.hertfordshiremind.org

Crisis Cafe/Helpline Support 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/crisis-cafe-helpline-support-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.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Jamira Ahmed at the above address or by email to recruitment@hertsmindnetwork.org

Closing date for receipt of applications is Friday 21st August 2026.

Interviews to be held in early September at Watford Wellbeing Centre.

Yours sincerely

Jamira Ahmed

Crisis Operational Lead



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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

Job Reference:	374
Job title:	Mental Health Support Worker (Crisis) - Café and Helpline
Salary scale:	£26,000, increased to £26,775 following successful probation (pro-rata for part-time)
Contracted hours:	22.5hrs (3 evenings) or 30hrs (4 evenings) - 17:30 – 01:30, working across a 7-day flexible rota including some weekends
Working base:	Stevenage - expectation to travel across all Cafe sites where necessary (Watford, Stevenage, Ware and Hatfield); mileage paid when not working at home base)
Reports to:	Crisis Cafe/Helpline Coordinator
Contract length:	Permanent
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

Hertfordshire Mind Network's Nightlight Service (Cafés, Helpline, 24/7 Crisis House, A&E Liaison service and Daylight provision) is proud to provide urgent support, crisis intervention, and emotional support to people experiencing a mental health crisis in Hertfordshire as an alternative to statutory pathways. We provide support to adults across Hertfordshire 7 days a week, 365 days a year through our Helpline, Cafes and 24/7 Crisis House. We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services when necessary. As a member of our diverse team, you will work closely with service users in crisis, by using a person-centred approach to ensure that everyone is supported with dignity and respect. By honouring the individual experience of each service user, we are able to respect their autonomy as well as encourage and facilitate positive steps towards management of crisis and recovery.

Purpose of Post

To be a key member of the staff team delivering the Nightlight Mental Health Crisis Services. Taking part in a rota covering 7 days per week, ensuring the delivery of high-quality crisis support, and instilling Hertfordshire Mind Network's values throughout the Crisis Cafe/Helpline services. Working closely with other staff such as the Service Manager, Team Leads, Coordinators, Support Workers and volunteers in order to ensure services are of the highest quality and to support the continued growth and development of the service.

Accountability

You will be line managed by the Crisis Cafe/Helpline Coordinator at HMN but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To work with service users to create flexible crisis support/person-centred plans within agreed guidelines whilst providing emotional support and developing professional relationships.
- To work with support from the leadership team in order to develop assessments of need, risk, crisis support plans and review forms, either in person or via telephone.
- To draw upon one's own lived experience as appropriate to support the delivery of person-centred care, if applicable.
- To provide immediate advice and information to service users as to support with crisis prevention.
- To support individuals both through telephone support and face-to-face support.
- To liaise with management and external services e.g. Police, Ambulance, Crisis Resolution Home Treatment Team, Single Point of Access, Safeguarding Out of Hours Service, Mental Health Liaison Teams, Adult Community Mental Health Services to facilitate access to the appropriate support.
- To complete appropriate signposting/onward referrals to both internal and external services in accordance with identified needs and risks.
- To ensure record keeping is maintained to a high standard at all times and contribute to service monitoring and development requirements.
- To support service users when visiting the Cafe in order to promote a safe, welcoming and hospitable environment.
- To assisting with housing keeping/cleaning tasks as necessary and promptly reporting any maintenance problems.
- To participate in all training and development opportunities relevant to the role, as agreed with line manager.
- To undertake any other duties reasonably requested by line manager.

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.



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- To travel between HMN wellbeing centres expectation to travel across all Cafe sites where necessary (Watford, Stevenage, Ware and Hatfield) 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
Qualifications and Experience		
A relevant counselling, social work, psychology or mental health qualification, or studying in a relevant field		D
A good standard of education (GCSEs grade C and above, level 2 equivalent qualification or appropriate vocational level 2 qualification or above)		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
Experience of working or volunteering in a public facing role, preferable in a health or social care setting		E
Experience of supporting adults with emotional and mental health needs		E
Knowledge, Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm manner		E
Understanding of current challenges within the mental health and wider health and social care system		E
Understanding of the Recovery model in mental health		D
Understanding of the principles of trauma informed care, or a willingness to attend training		E
Basic knowledge of mental health conditions and how they can present		E
Knowledge and understanding of housing processes and welfare benefits		D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing		E
Understanding of legislation and policies relevant to the role including Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act.		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 individual service users		E
Able to assess risk and respond to changing circumstances, seeking support from Coordinators/Team Leads as required		E
Creative and flexible approach to working with individuals		E
Practical		
Good IT skills which include being able to use Microsoft Office Applications to a basic level (Word, Outlook, Excel and PowerPoint) and able to use the client recording management system; ability to demonstrate you can learn new systems quickly		E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide		E
Personal Circumstances		
Ability to work outside of office hours, including weekends with occasional day work (e.g. meetings or training). Working hours are 17:30 – 01:30.		E
Show flexibility in working location due to the requirement, on some occasions, to provide services around Hertfordshire		E

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