

Community Outreach Worker

February 2024

Hertfordshire Mind Network
Dacorum Wellbeing Centre
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Hertfordshire
HP1 1HN

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info@hertfordshiremind.org

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, please see our website at:

<https://www.hertsmindnetwork.org/community-outreach-worker-2/>

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.

This is a rolling application post.

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

Please return applications to Karlie Baecke at the above address or by email to

recruitment@hertfordshiremind.org.

Yours sincerely,

Karlie Baecke

Services Manager Complex Needs and Community

Our Vision, Purpose and Values

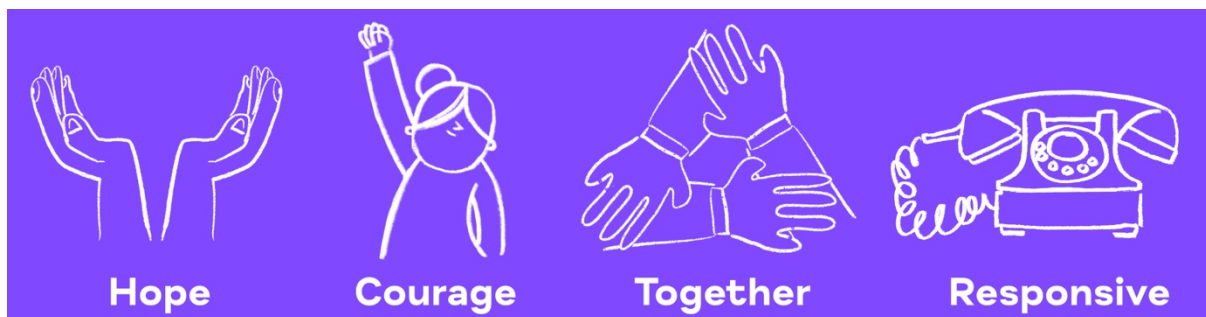
Our vision

“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 potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

Courage - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire's mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

Together - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

Responsive - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

Job Description

Job title:	Community Outreach Worker
Reference:	172
Salary:	£24,500 - £25,500 per annum pro rata
Contracted hours:	4 days per week (30 hours) Or 5 days per week (37.5 hours)
Working base:	Base closest to Home
Reports to:	Team Leader Community Outreach Worker
Checks needed:	Enhanced DBS and 2 satisfactory references

Background

To support people with complex needs who have mental health 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 four day post will be delivered in Hertfordshire and Amersham and Chesham. The full time post will be delivered in West Hertfordshire.

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.
- 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 Leader for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

Responsibilities of the post

- To take allocated 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 the Watford 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.
- 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

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To adhere to all Hertfordshire Mind Covid 19 precautionary measures.
- 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 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.

Please see next page for person specification

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	E
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
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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