



Mental Health Support Worker (Crisis House)

March 2025

Hertfordshire Mind Network
Watford Wellbeing Centre
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www.hertfordshiremind.org

Mental Health Support Worker- Crisis House

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/vacancies/crisis-house-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 access to a vehicle. Please return applications to Crisis Recruitment Team at recruitment@hertfordshiremind.org

Please note, applications without a supporting/cover letter may not be considered.

Closing date for applications is 25th April 2025.

Interviews to be held week of 7th May

Yours sincerely

Aliyya Batool

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Service Manager Nightlight Crisis Service

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.



Hertfordshire Mind Network Nightlight

Do you want to support people experiencing Mental health and Emotional distress in a moment of crisis? Are you calm, compassionate and able to work effectively with people in difficult situations? Can you demonstrate our values of **Hope, Courage, Togetherness, Responsiveness** and want to be part of our mission of creating opportunities for individuals to make choices, find their own solutions and build resilience whilst being supported to manage their lives and wellbeing? If the answer to all of these is “Yes,” we want to hear from you!

“Having worked in property for over 20 years joining Mind as a Support Worker was a complete career change for me. With the support of my team and working hours that suit my needs I have been able to carry out my studies and take advantage of the extensive range of in house training. It is a pleasure to work for a truly fantastic organisation that puts people first”

Hertfordshire Mind Network’s Nightlight Service is proud to provide urgent support, crisis intervention and emotional support to people experiencing 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, Crisis Cafes and a 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 team you will work closely with service users in crisis by using a person-centred approach as to ensure that each individual 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.

Our services are needed now more than ever! And so in response, we’re expanding our team to ensure we can provide care, understanding and support to those at a point where they may be at their most vulnerable. By recognising the importance of lived experience and the value of peer support, we aim to be different and ensure our support is based on the principles of mutual understanding and respect whilst recognising that though recovery looks different to each individual, with the right approach, it is possible for everyone.

Whilst experience is advantageous, the most important thing to us and the people we support is having the right values, skills and commitment to delivering high quality, person centred mental health crisis support.

JOB DESCRIPTION

| | |
|------------------------------|---|
| Job title: | Mental health Support Worker |
| Reference number: | 270 |
| Salary scale: | £23,500 - £25,000per annum (pro rata for part time hours) (Candidates start on lower end of banding, with first salary review after successful probation completion) |
| Contracted hours: | Full time (37.5 hours) |
| Working base: | Crisis House – Hemel Hempstead |
| Reports to: | Crisis House Coordinator |
| Working days: | Shifts available covering 7-day rota |
| Flexibility required: | Nights – Shift Pattern: 9pm-8am |
| Contract Length: | Permanent contract |
| Checks needed: | Enhanced DBS and 2 satisfactory references |

Purpose of Post

To be a key member of staff supporting the delivery of the Nightlight mental health Crisis Service. You will take part in a rota which covers a 24/7 hour service, 365 days a year. Drawing upon your own lived and/or professional experience (where applicable,) in order to provide a mix of face-to-face, therapeutic and holistic support for those accessing overnight provision. You will work closely with other staff as part of a team in supporting the development of quality Crisis Support and instilling Hertfordshire Mind Network’s values throughout the provision.

Service Objectives

The objectives of Hertfordshire Mind Network’s (HMN) Nightlight Mental health Crisis House are:

- To endeavour to improve the mental and emotional wellbeing of people experiencing a mental health crisis across Hertfordshire.
- To provide 24/7 support for individuals experiencing mental health crisis in a safe and non-judgemental environment.
- To increase early access to help for people experiencing mental health crisis in Hertfordshire, by providing clear and effective pathways to other services provided by HMN and other third party and/or statutory providers.
- To remain a source of independent support for all Service Users.
- To provide an alternative pathway to people in distress and crisis, employing a person-centred approach in order to enable better outcomes for those in need as to reduce the demand on statutory Crisis and Emergency services.

Accountability

You will be line managed by a Crisis House Coordinator, but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To provide emotional support and work towards developing, flexible and realistic crisis/person-centred plans with Service Users.
- To work within agreed guidelines with and for Service Users, whilst being guided and supported by Senior Staff (as well as the Leadership team) in regard to documents/plans such as: Assessments of Need, Risk, Crisis support plans and Review forms.
- (If applicable) To draw upon one's own lived experience as appropriate, as to promote the delivery of person-centred support.
- To provide immediate and appropriate advice and information to clients as to support with crisis prevention.
- To liaise with Nightlight management and external services such as: police, ambulance service, Crisis Resolution Home Treatment Team, Single Point of Access, Safeguarding Out of Hours Service, Mental Health Liaison Teams, Adult Community Mental health Services, etc. as needed in terms of accepting referrals and proactively recognising the indicators of deteriorating mental health and facilitating appropriate support.
- Complete appropriate signposting/onward referrals to both internal and external services in accordance with identified needs and risks.
- Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.
- Arranging transport for service users to facilitate access to services as needed.
- Assisting with housekeeping/cleaning tasks as necessary and reporting any maintenance problems in line with policy and Health and Safety standards.
- Support clients with activities of daily living as required.
- To participate in all Training and Development opportunities relevant to the role and those included in one's Personal Development Plan, as agreed with line manager.
- To contribute to the co-development of the service by supporting Service User, Family and Carer involvement by obtaining feedback and supporting (where necessary) opportunities to be involved in wider service reviews.

General

- To follow and ensure compliance with legal, ethical and regulatory requirements.
- To manage personal resources and own professional development in line with agreed areas of working.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote Health and Safety within the workplace by working in accordance with policies, procedures and practice.
- To work in accordance with HMN's Confidentiality Policy and GDPR.
- To be an active and effective team member.

- To at all times, follow HMN policies, procedures and values in line with your duties.
- To maintain a professional level of communication and engagement at all times.
- To maintain both appropriate and relevant record keeping via Service User recording management system.
- To maintain accountability in one's role to within the department through the supervision and appraisal processes.
- To undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors

Please see next page for person specification

| Person Specification | Essential/ Desirable |
|---|---------------------------------|
| Qualifications and Experience | |
| A relevant social work, psychology or mental health nursing 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 | E |
| Experience of working in a residential or inpatient setting | D |
| Skills, Abilities, Understanding and Knowledge | |
| 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 |
| A basic understanding of mental health conditions | E |
| Understanding of legislation and policies relevant to the role including Safeguarding Vulnerable Adults, Safeguarding Children, Data Protection Act, Mental Capacity Act, The Care Act, Mental health Act and Equality Act, or a willingness to learn | E |
| Knowledge and understanding of housing processes and welfare benefits | D |
| Creative and flexible approach to working with individuals | 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 or the team leader as required | E |

| Practical | |
|--|---|
| Excellent IT skills which include being able to use Microsoft Office Applications to a good level (word, outlook, excel and PowerPoint) and able to use the service user recording management system | E |
| Driving Licence with access to a car for the purpose of business use, or alternative means to reliably access the Nightlight Crisis Centre | E |
| Physically fit to undertake basic cleaning tasks | E |
| Ability to commit to rota working mix of day and evening, and overnight shifts (where needed). | E |

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