



# **Flourish Outreach Worker** (Refugee and Asylum Seeker)

March 2025

Hertfordshire Mind Network  
Watford Wellbeing Centre  
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## **Flourish 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 and our services, please see our website at <https://www.hertsmindnetwork.org/vacancies/flourish-outreach-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 Paul Warwick at the above address or by email to [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org).

Applications are being review on a ongoing basis with flexibility around interviews.  
Yours sincerely,

Paul Warwick  
**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 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

<b>Job title:</b>	Refugee Community Outreach Worker
<b>Reference Number:</b>	267
<b>Salary:</b>	£25,000 - £26,000 per annum pro rata
<b>Contracted hours:</b>	30 hours per week
<b>Working base:</b>	Flexible across our 7 Wellbeing Centres
<b>Reports to:</b>	Senior Member of Flourish Team
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Background

This is an exciting and reasonably new project, 'Flourish' – Mental Health for Refugees in Hertfordshire, which is a highly flexible and responsive outreach service developed to meet the needs of refugees fleeing the war in Ukraine & other refugees in Hertfordshire. The aim of the service will be to support refugees in the community with multiple needs who have mental health support as a primary need.

The countywide holistic service also provides emotional wellbeing support for families who are hosting refugees.

'Complex needs' are defined by the National Complex Needs Alliance as a combination of health needs and social needs.

### Purpose of Post

The purpose of the Hertfordshire Mind Network Refugee Community Outreach Worker role is to:

- To provide advice, information, onward referral and holistic support to clients with mental ill health.
- Support to build social networks and reduce isolation whilst settling into the Hertfordshire community this includes building a sustainable and empowering peer support network and building confidence and self-esteem.
- 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 work in a trauma informed way including awareness of the 6 principles of trauma informed practice, putting the clients emotional and practical needs at the forefront of this work.

## Accountability

You will be line managed by a senior member of the Flourish team for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

## Responsibilities of the post

- Working closely with all key delivery partners across the system to ensure the service is responsive, inclusive and easy to access.
- To take allocated referrals from any agencies including the Community Navigators, Borough and District Councils, Herts Help, Housing Providers, the Refugee Council and self-referrals including walk in contacts at any of the Mind wellbeing centres across the county.
- Hold a caseload of clients, supporting for approx. 10 weeks
- To create a safe space for the individual to be able to explore their feelings and improve their understanding around their mental health.
- To complete a holistic needs assessment, making use of assertive outreach work to achieve the initial client contact, if required.
- Ensure all person-centred risk assessments and support plans are completed as appropriate.
- Proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies.
- To provide safeguarding intervention support. This will include responding to problems, which pose an immediate risk.
- To work alongside translators when required to provide a robust package of support for clients.
- To provide advocacy services to clients experiencing mental ill health.
- 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 work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service.
- 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, 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.
- Support clients to build their emotional resilience, promoting self-management through building an understanding of their own triggers/coping strategies.
- To actively seek the views and feedback from refugees and hosting families in order to shape and improve service delivery.

## General

- 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 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 Trustees.
- Full training for the role will be provided.

**Please see Person specification on next page**

Person Specification – Refugee Community Outreach Worker	Essential/ Desirable
<b>Experience</b>	
A good understanding of mental health conditions	E
Experience of working with vulnerable individuals	E
Experience of working with those affected by housing difficulties and/or displacement	E
Understanding & knowledge of the potential concerns of/ challenges faced by refugees and asylum seekers	D
Expert by lived experience	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
<b>Skills and abilities</b>	
Excellent communication skills and ability to develop effective working relationships at all levels	E
Ukrainian speaker	D
Dari, Pashto or Farsi speaker	D
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
<b>Knowledge/Qualifications</b>	

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
<b>Practical</b>	
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
<b>Personal circumstances</b>	
Show flexibility in working location	E
Ability to work unsocial hours on occasion, e.g. attending evening/weekend meetings	E

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