

Community Support Worker (PCN/CSS)

October 2026

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

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Community Support Worker (CSS/PCN)

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.hertfordshiremind.org/vacancies/community-support-worker-pcn/>

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 Karlie Baecke at the above address or by email to recruitment@hertsmindnetwork.org

Closing date for receipt of applications is Friday 20th November at 5pm

Interviews to be held on a rolling basis

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 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

Job title:	Floating Community Support Worker (CSS/PCN)
Reference Number:	387
Salary scale:	£26,000 - £27,000
Contracted hours:	37.5 hours per week
Working base:	Base closest to home
Reports to:	Senior Lead Complex Needs and Community
Contract length:	1 year fixed term subject to extension
Checks needed:	DBS, References

Background of Post

The Floating Community Support Worker post has been developed to strengthen and support the existing Community Support Services and Primary Care Network (PCN) services across Hertfordshire. The role aims to help alleviate waiting times for individuals requiring support by increasing service capacity, improving access to timely interventions and ensuring that people receive appropriate support in response to their needs.

Purpose of Post

The Floating Community Support worker will provide flexible, person-centred and holistic support to individuals experiencing mental ill health, complex needs and difficulties affecting their wellbeing, independence or ability to sustain their accommodation. This may include individuals experiencing drug and alcohol difficulties, housing insecurity, homelessness, social isolation or repeated contact with emergency services, the Police and other statutory agencies.

Working collaboratively with existing Community Support Services, GP surgeries, Primary Care Network teams and wider statutory and voluntary-sector partners, the Floating Support Worker will help ensure individuals are connected to the most appropriate services and receive coordinated support while waiting for, or accessing, ongoing interventions.

The role will operate across community settings, including individuals' own homes, GP surgeries and HM Wellbeing Centres. Through proactive engagement, assertive outreach and partnership working, the postholder will support individuals to address their immediate needs, improve their mental wellbeing, develop coping strategies, access relevant services and build greater independence.

The overall aim of the post is to enhance the capacity and responsiveness of existing services, reduce delays in accessing support and improve outcomes for individuals by providing timely, accessible and coordinated community-based interventions.

The five-day post will be delivered in all areas of Hertfordshire where appropriate.

Accountability

You will be line managed by the Senior Lead Complex Needs and Community at HM but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- Manage a caseload of between 20- 25 clients, ensuring support is responsive, person-centred and tailored to individual needs.
- Manage and prioritise administrative tasks, maintaining accurate, timely and confidential client records.
- Undertake initial contact with clients and complete comprehensive holistic needs assessments, using assertive outreach where necessary to engage individuals who may be difficult to reach.
- Receive and respond to referrals from the Police, Borough Councils, housing providers, health services and other relevant agencies, as well as self-referrals and walk-in enquiries at HM Wellbeing Centres.
- Deliver flexible community-based support in individuals' own homes, GP surgeries, HM Wellbeing Centres and other appropriate community settings.
- Embed a holistic, trauma-informed and person-centred approach, ensuring support promotes independence, recovery, engagement and positive outcomes
- Support individuals to access appropriate mental health, substance misuse, housing, tenancy, homelessness and other relevant community services.
- Identify signs of deteriorating mental health and facilitate appropriate interventions in collaboration with relevant professionals and agencies.
- Support individuals to improve their confidence, self-esteem and emotional resilience through goal setting, personalised wellbeing plans, and the development of practical and social skills.
- Help clients identify personal triggers, develop coping strategies and establish crisis plans that promote self-management and recovery.
- Encourage individuals to develop sustainable social networks and engage with local community activities, HM Wellbeing Centres and other relevant resources.
- Complete and regularly review person-centred risk assessments, support plans and relevant case documentation.
- Identify, assess and respond to risks associated with mental health deterioration, substance misuse, housing instability and other complex circumstances.
- Provide appropriate crisis and safeguarding support, responding to situations that present an immediate or potential risk to individuals or others, in accordance with organisational policies and procedures.
- Work with internal colleagues and external agencies to monitor cases, coordinate risk management and share relevant information appropriately in line with safeguarding, confidentiality and information-sharing requirements.
- Promote the safety, dignity, rights and wellbeing of clients while encouraging choice, autonomy and informed decision-making.
- Provide practical support and advocacy to individuals experiencing housing difficulties, homelessness, tenancy sustainment challenges or the risk of losing their accommodation.
- Manage referrals involving individuals who have repeated contact with emergency services, crisis services or tenancy enforcement services due to mental ill health or other underlying needs.
- Establish and maintain effective working relationships and referral pathways across statutory, voluntary and community-sector organisations to promote coordinated support and community safety.
- Accompany clients to initial appointments, assessments and service visits where appropriate, helping them access and maintain engagement with relevant services.

- Represent clients' views, wishes and needs through advocacy, ensuring their voices are heard when communicating with professionals and other agencies.
- Build and maintain effective working relationships with GP surgeries and Primary Care Network teams across Hertfordshire.
- Attend GP surgery drop-in clinics, providing advice, information and support to individuals experiencing mental ill health or requiring assistance with their mental wellbeing.
- Work in partnership with GPs, GP Plus workers, Additional Roles Reimbursement Scheme (ARRS) staff, Social Prescribers and other primary care professionals to facilitate timely access to appropriate support and onward referrals.
- Contribute to the delivery of holistic community-based interventions that address individuals' mental health, social, practical and wider wellbeing needs.
- Work collaboratively with colleagues across HMN services to facilitate onward referrals, strengthen service pathways and ensure individuals receive coordinated support
- Attend monthly supervision sessions to reflect on client work, discuss complex cases, review professional practice and support personal wellbeing.
- Participate in six-weekly external clinical supervision sessions for the team.
- Attend monthly team meetings, contributing to case discussions, service development and the sharing of good practice.
- Support the induction of new Community Support Workers, sharing relevant knowledge and promoting consistent approaches to service delivery.
- Maintain professional boundaries and work in accordance with organisational policies, procedures, safeguarding requirements and relevant professional standards.
- Contribute to the ongoing development and improvement of services, identifying opportunities to strengthen partnership working, referral pathways and the quality of support provided.

General Responsibilities

- To ensure compliance with legal, ethical, 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 HM wellbeing centres, clients homes, community venues 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 HM 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.

Person Specification		Essential/ Desirable
Qualifications		
A relevant professional qualification or equivalent degree related to mental health, health or social care		D
Evidence of continual professional development		E
Knowledge		
Understanding of developing and delivering mental health services within a health and social care setting		E
Significant proven knowledge and skills around services working with adults with mental health needs and knowledge of models and services to meet needs		E
Understanding of the principles of trauma informed care		E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act		E
Understanding of the principles of trauma informed care		D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing		E
Experience		
A good understanding of mental health conditions		E
Experience of creating and reviewing dynamic risk assessments and support plans, escalating needs as necessary		E
Proven experience of working to deadlines, and achieving outcomes against targets		E
Previous lived experience of mental ill health		D
Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm manner		E
Strong ability to prioritise and manage workload, working autonomously		E
Ability to work on own initiative whilst retaining teamwork responsibility		E
Confident and effective communicator who is able to deliver service presentations, adapting their style to the audience		D
High level report writing skills with the ability to present sensitive information to a range of audiences		D
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required		E
Creative and flexible approach to working with individuals		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
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 unsocial hours to deliver this service		E
Show flexibility in working location due to the requirement to provide services around Hertfordshire		E

October 2026



Hertfordshire Mind
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

020 3727 3600
info@hertfordshiremind.org

www.hertfordshiremind.org

Charity No. 1112487
Company No. 5532977