

Nightlight Crisis Café/Helpline Support Worker

October 2026

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

Nightlight Crisis Café/Helpline Support Worker

02037 273600

Dear Applicant,

info@hertfordshiremind.org
www.hertfordshiremind.org

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

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

Closing date for receipt of applications is Friday 13th November. Interviews to be held w/c 16th November in our Watford Wellbeing Centre.

Yours sincerely,
Jamira Ahmed
Crisis Operational Lead

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:	Nightlight Crisis Café/Helpline Support Worker
Reference Number:	389
Salary scale:	£26,000 FTE, increased to £26,775 FTE following successful probation (pro-rata for part-time)
Contracted hours:	Between 15hrs - 30hrs - 17:30 – 01:30, working across a 7-day flexible rota including some weekends
Working base:	Crisis Café (either Watford, Stevenage, Ware, Hatfield), with expectation to travel to other sites where necessary, with mileage paid when not working at base
Reports to:	Nightlight Crisis Café/Helpline Coordinator
Contract length:	Permanent contract
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

Hertfordshire Mind'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.

More information can be found here: www.nightlightcrisis.org

Purpose of Post

To be a key member of the staff team delivering the Nightlight Crisis Services. You will take part in a rota covering 7 days per week, ensuring the delivery of high-quality crisis support, and instilling Hertfordshire Mind's values throughout the Crisis Cafe/Helpline services. Working closely with other staff such as the Service Manager, Operational Lead, 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 one of the Café/Helpline Coordinators, but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- Providing emotional support and developing, alongside service users, flexible and realistic crisis support/person-centred plans within agreed guidelines with support from the leadership team (including assessments of need, risk, crisis support plans and review forms) in person or via telephone.
- Drawing upon own lived experience as appropriate to inform the delivery of person-centred support where appropriate.

- Providing immediate advice and information to service users to support with crisis presentations.
- Liaising with Nightlight 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 etc. as needed in terms of supporting individuals and proactively recognising the indicators of deteriorating mental health and facilitating appropriate support.
- Completing appropriate signposting/onward referrals to both internal and external services in accordance with identified needs and risks.
- Ensuring record keeping is always maintained to the required standards and contributing to service monitoring requirements.
- Arranging transport for service users to facilitate access to services as needed.
- Participating in training and development opportunities as agreed with your line manager
- Supporting service users when visiting the Cafe in order to promote a safe, welcoming and hospitable environment, assisting with housekeeping/cleaning tasks where necessary

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.
- To travel between HM wellbeing centres and to travel throughout the county where necessary.
- 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 HM policies and procedures including the Equalities statement.
- To ensure HM's values are embedded in the service.
- To always maintain a professional level of communication.
- 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 social work, health and social care, or mental health qualification, or studying in a relevant field		D
Evidence of continual professional development		D
Knowledge		
Understanding of delivering mental health services within a health and social care setting		D
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 current challenges within the mental health and wider health and social care system		E
Understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding 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		
Working within a health, social care or charity sector setting supporting individuals experiencing mental health difficulties, crisis or distress; or ability to demonstrate key skills and learning to achieve this effectively		E
Supporting adults with emotional and mental health needs		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
Able to work with people in an empathetic manner, drawing upon experience as and when appropriate, and based upon the circumstances of the individual service users		E
Able to assess risk and respond to changing circumstances, seeking support from Coordinators/Team Leads as required		E
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 and use online data recording systems		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 and work flexibly across 7 days, with occasional day work (i.e. trainings)		E
Show flexibility in working location due to the requirement to provide services around Hertfordshire		E



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Company No. 5532977