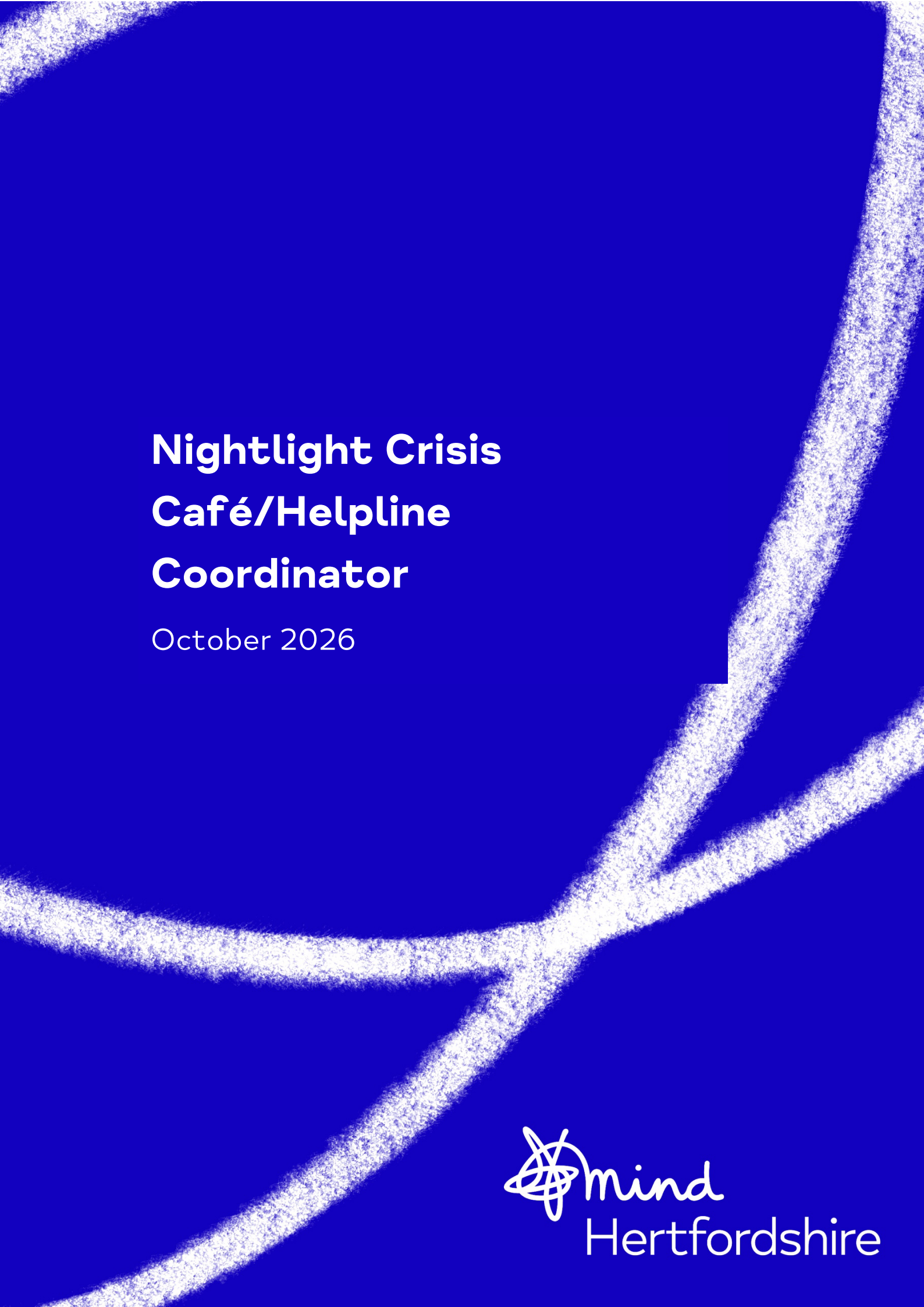




Nightlight Crisis Café/Helpline Coordinator

October 2026

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

Nightlight Crisis Café/Helpline Coordinator

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-coordinator/>

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 Coordinator
Reference Number:	390
Salary scale:	£23,080, increased to £23,520 following successful probation
Contracted hours:	30 hours – 4 evenings per week, 17:30 – 01:30, working across a 7-day flexible rota including some weekends
Working base:	Watford Crisis Café, with expectation to travel to other sites where necessary, with mileage paid when not working at base
Reports to:	Nightlight Crisis Café/Helpline Team Lead
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

Alongside other Café/Helpline Coordinators, you will be a key member of the Nightlight team, providing effective leadership delivering the Nightlight Crisis Café and Helpline services. You will ensure the delivery and development of quality crisis support services and instilling Hertfordshire Mind's values throughout the provision. You will provide management support to Café/Helpline Support Workers and volunteers, and support the Team Leads in ensuring practice within the service is safe, effective and person-centred.

Accountability

You will be line managed by one of the Café/Helpline Teams Leads, 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.
- Contributing to the service development by being part of the Crisis Café/Helpline Management Team, including supporting audits to help evaluate the service.
- Encouraging a culture of continuous performance improvement at both an individual and service level, including supporting the Service Manager with complaints and compliment management and service evaluations.
- Participating in training and development opportunities as agreed with your line manager.
- Providing regular line management, supervision and appraisal for Support Workers and volunteers, and ensure they are completing tasks to the standards of the service.
- Assisting with the recruitment of staff and supporting their induction and professional development.
- Monitoring team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to the Team Leads.

Leadership and Representation

You will line manage several Crisis Support Workers and volunteers and be part of the operational management for the Nightlight Crisis Café/Helpline service. This will include providing supervision, supporting service audits on practice and assisting with service reporting.

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 HMN 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 HMN policies and procedures including the Equalities statement.
- To ensure HMN'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 nursing qualification, or studying in a relevant field		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 quality assurance through supervisions and audits		E
Understanding of current challenges within the mental health and wider health and social care system		E
Demonstrable 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		
A minimum of 12 months experience line-managing staff within a health, social care or voluntary sector setting, or ability to demonstrate key skills and learning to achieve this effectively		D
A minimum of 12 months 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
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
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 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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Charity No. 1112487
Company No. 5532977