Hospital Mental Health Outreach Worker

October 2026

mind Hertfordshire

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

02037 273600
info@hertfordshiremind.org
www.hertfordshiremind.org

Community Outreach Worker (Bounce Back)

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 http://www.hertsmindnetwork.org/vacancies/hospital-mental-health-outreach-worker-3/

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.

Please note your application will not be considered if you do not have a valid driving licence and access to your own vehicle.

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

Closing date for receipt of applications is Friday 13th November at 5pm.

Interviews will be held on a rolling basis.

Please note we may close this vacancy early if we receive a high volume of suitable applications. **We encourage interested candidates to apply as soon as possible.**

Yours sincerely

Rebecca Mullane
Services Manager – Complex Needs & 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.

mind Hertfordshire

disability confident COMMITTED

MINDFUL EMPLOYER

Job Description

Job title:	Community Outreach Worker (Bounce Back)
Reference Number:	**377**
Salary scale:	£26,000 - £27,000
Contracted hours:	37.5 hours per week (Monday – Friday, 9am – 5pm)
Working base:	1 x Watford General Hospital and Watford Wellbeing Centre
Reports to:	Senior Community Outreach Worker (Bounce Back)
Contract length:	Permanent
Checks needed:	Enhanced DBS and two satisfactory references

Background of Post

Hertfordshire Mind has a partnership with Hertfordshire Partnership Foundation Trust (HPFT) to deliver a one-to-one outreach service for people who are in hospitals across Hertfordshire.

There is an emergency department arm of the project, and the role will be based at Watford General Hospital working in A&E departments, with the Mental Health Liaison Team, and hospital wards facilitating hospital discharge for people with a mental health.

The Bounce Back Worker will be based at Watford General Hospital and Hertfordshire Mind Centres, promoting joint working between Watford A&E, Mental Health Urgent Care Centre and the Mental Health Liaison Team, creating a seamless pathway into community support for clients recovering from mental ill health.

The aims of the Bounce Back service are; to provide up to 16 sessions of emotional and practical support, advice and information to patients. We will visit patients on the ward and continue the sessions in the local community and in patients homes once discharged. We will facilitate a smooth and timely hospital discharge.

Purpose of Post

The Bounce Back worker will use a recovery orientated approach working with patients on the ward, and in the local community, including in people's homes. The recovery approach includes empathy, warmth, acceptance, authenticity, compassion and humanity. To work with hospital staff to ensure patients are offered advice, information, and holistic support.

The post holder will need to:

- Provide practical and emotional support to encourage patients to develop their independence within their local community.
- Facilitate a smooth discharge from hospital back to the community.
- Have a solid understanding on the dual effect of mental health and drugs and alcohol.
- Monitor outcomes and evaluate the service.

- Ensure that the safety and wellbeing of patients using the service is monitored and reviewed regularly.
- Embed a person centred and recovery orientated approach in all aspects of the roles and responsibilities.
- Provide an assertive outreach approach for clients who are in crisis and/or those that may have complex or multiple needs.

Accountability

You will be line managed by the Senior Community Outreach Worker at Hertfordshire Mind but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To receive referrals from the staff at Watford General Hospital.
- o manage and prioritise all administration tasks associated with the service.
- To build strong relationships with staff at Watford General Hospital and Mental Health Teams across Hertfordshire.
- To work in partnership with other agencies.
- To establish a strong presence on the ward, working at the hospital when required.
- Ensure a direct community service is in place which encourages, motivates and builds patients self-esteem and confidence. This will include goal setting and support with social and practical skills development.
- Ensure all person-centred risk assessments and support plans are completed as appropriate.
- To assist patients to access appropriate services and community resources within the local community, accompanying patients to attend appointments where this aids ongoing recovery.
- To work with key staff within the hospital to ensure that vulnerable person's cases are monitored and risks evaluated.
- Proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies.
- To provide crisis/safeguarding intervention support. This will include responding to problems, which pose an immediate risk.
- To support clients to build their emotional resilience and crisis planning tools, promoting self-management through building an understanding of their own triggers/coping strategies.
- To provide advocacy where requested by clients, accompanying them and ensuring their voice is heard when communicating with other agencies.
- To support with practical needs where necessary, including homelessness/housing issues and benefit applications.
- To work with Hertfordshire Mind staff in other services in order to make onward referrals to other projects.
- Liaise with appropriate HPFT staff to ensure that individuals are assessed for personal budgets to support with any longer-term needs.
- Support individuals to develop sustainable local social networks, both through our Wellbeing Centres and other community services and resources.

- Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.
- Potential annual leave cover for STaR Worker role.

To assist in the development of the service by:

- Representing HMN at external meetings, and network locally to develop contacts, services and raise HMN's profile.
- Encouraging a culture of continuous performance improvement at both an individual and service level.
- Building a service that is flexible and adaptable to changing requirements.
- Participating in training and development opportunities as agreed with the Services Manager.
- Overseeing the effectiveness of appropriate care pathways for all patients.

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 Hertfordshire Mind Wellbeing Centres, Watford General Hospital 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 Hertfordshire Mind's 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 professional qualification or equivalent degree related to mental health, health or social care	**D**
Knowledge and understanding of the health & social care landscape	**D**
Evidence of continual professional development	**E**
Knowledge	
Understanding of developing and delivering services within a health and social care setting	**E**
Understanding of the Recovery model in mental health	**E**
Knowledge and understanding of the Mental Health Act	**E**
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing	**E**
Understanding of the principles of trauma informed care	**D**
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 legislation and policies relevant to the role including Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act	**E**
Experience	
Awareness of issues in mental health service provision	**E**
Proven experience of the assessment, allocation and referral process in health care setting	**E**
A good understanding of mental health conditions	**E**
Experience of working with vulnerable individuals, preferably in an acute or residential setting	**E**
Evidence of working to deadlines, and achieving outcomes against targets	**E**
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 involve service users and carers in all aspects of work	**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**
High level report writing skills with the ability to present sensitive information	**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**

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Charity No. 1112487
Company No. 5532977