Community Outreach Worker (CSS Ageing Well Service)

November 2026

mind Hertfordshire

Hertfordshire Mind
Watford Wellbeing Centre
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Community Outreach Worker (CSS Older Ageing Well)

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 www.hertfordshiremind.org/vacancies/community-outreach-worker-css-ageing-well-service

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@hertfordshiremind.org

Closing date for receipt of applications is 18th December 5pm

Interviews to be held on a rolling basis at our Watford well-being centre

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:	**Community Outreach worker**
Reference Number:	**385**
Salary scale:	26,000 – 27,000 per annum
Contracted hours:	37.5
Working base:	St Albans Well-being centre
Reports to:	Senior Lead Complex Needs and Community
Contract length:	
Checks needed:	DBS, Car driver, references

Background of Post

Many older adults face challenges that can lead to loneliness and social isolation. Factors such as bereavement, retirement, declining mobility, long-term health conditions, caring responsibilities, digital advancements, and reduced access to transport can leave those aged 60+ feeling disconnected from their communities.

Loneliness and social isolation have significant impacts on both physical and mental wellbeing. Research shows that prolonged loneliness is associated with increased risks of depression, anxiety, cognitive decline, cardiovascular disease, and reduced quality of life. Social isolation can also contribute to increased demand on health and social care services, as individuals are more likely to experience worsening health outcomes and reduced independence. Hoarding behaviours can further increase isolation by creating barriers to social contact, increasing stigma, and affecting an individual's ability to safely access and enjoy their home. Addressing these issues is therefore not only beneficial for individuals but also supports wider community resilience and wellbeing.

This new post will contribute to Hertfordshire Mind's long established Community Support Service, serving the older population in St Albans vis Peer Support groups and a Community Outreach offer.

Purpose of Post

The purpose of the project will provide opportunities for those aged 60+ in St Albans to build meaningful social connections, participate in community activities, and access peer support in a welcoming and inclusive environment. Through regular social groups, interest-based activities, wellbeing sessions, peer support, and community outreach, the project will create opportunities for individuals to develop relationships, increase confidence, and reconnect with local community life.

Focus will be given to engaging those most at risk of loneliness and isolation, including individuals living alone, unpaid carers, people experiencing bereavement, older adults with disabilities or long-term health conditions, and those who are reluctant to access mainstream community activities. Working in partnership with local voluntary organisations, health services, community groups, and faith organisations will ensure effective referrals and a coordinated approach to identifying and supporting isolated individuals.

By fostering social connectedness, increasing community participation, and creating sustainable support networks, the project will help those aged 60 and over maintain their independence, improve their mental and physical wellbeing, and strengthen their sense of belonging within the local community. Ultimately, the project will contribute to making St Albans a more age-friendly place where individuals are valued, connected, and able to lead fulfilling lives

Accountability

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

Key Responsibilities

- Reduce loneliness and social isolation among people aged 60+.
- Improve mental health and emotional wellbeing.
- Increase confidence and community participation.
- Support individuals affected by hoarding behaviours to make positive changes.
- Strengthen local support networks and improve access to services.
- Enable individuals aged 60+ to live independently and safely in their own homes.

As a Community Outreach Worker, you will,

- Deliver a weekly wellbeing group and one-to-one community outreach.
- Reduce loneliness and social isolation among people aged 60+.
- Improve mental health and emotional wellbeing.
- Increase confidence and community participation.
- Support individuals affected by hoarding behaviours to make positive changes.
- Strengthen local support networks and improve access to services.
- Enable individuals aged 60+ to live independently and safely in their own homes.
- Deliver person-cantered outreach, for up to 16 weeks,
- Carry out home visits and welfare checks.
- Facilitate goal setting and provide wellbeing support.
- Create support plans and safety plans
- Ensure hoarding awareness and practical decluttering support.
- Support clients to access health, housing, and social care services.
- Accompanied attendance at community activities.
- Signposting and referrals to specialist agencies.

Weekly Wellbeing Group

- Social activities and peer support.
- Mental health and emotional wellbeing workshops.
- Creative activities
- Guest speakers and information sessions
- Social connection opportunities.
- Confidence-building and self-management sessions
- Peer support
- The group will provide a safe, welcoming, non-judgemental environment where participants can develop friendships and a sense of belonging.

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 have a solid understanding of safeguarding responsibilities
- 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 St Albans Well-being Centre and to travel throughout the county.
- On occasion 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 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 social work, Adult social care qualification or mental health qualification	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 older adults with mental health needs and knowledge of models and services to meet needs	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		
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 Plan and deliver group sessions	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 on occasion to work outside office hours to deliver this service	E	
Show flexibility in working location due to the requirement to provide services around Hertfordshire		E

08/10/2026

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