Mental Health and Homelessness Outreach Worker

November 2026

mind Hertfordshire

Hertfordshire Mind
Watford Wellbeing Centre
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Mental Health and Homelessness Outreach Worker

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/mental-health-and-homelessness-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 licence 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@hertsmindnetwork.org

Closing date for receipt of applications is Monday 14th December 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.



Job Description

Job title:	**Mental Health and Homelessness Outreach Worker (Single Homeless Support Pathway) x 2**
Reference Number:	**384**
Salary scale:	£26,000 - £27,000 per annum depending on skills and experience inclusive of Outer London Weighting (OLW)
Contracted hours:	37.5 hours per week (Monday – Friday, 9am – 5pm)
Working base:	1 x St. Albans Wellbeing Centre 1 x Hatfield Wellbeing Centre
Reports to:	Team Lead (Single Homeless Support Pathway)
Contract length:	1 year
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

The Single Homeless Support Pathway works as a multi-disciplinary team with housing teams and Drug and Alcohol Services across District and Borough councils. These teams will be working with individuals who are presenting as homeless and have multiple complex needs. The service has been running since 2022 with a dual-district model, however, is now expanding to offer a single district outreach service.

There are two roles available in the service, one based in St. Albans, and one based in Welwyn-Hatfield.

Purpose of Post

- To provide advice, information, onward referral and holistic support to clients who are experiencing mental ill health or need support with their mental wellbeing. These will be clients who are presenting to District and Borough councils as homeless and need intervention and support with their mental health and housing, as well as those in temporary accommodation, hostels, refuges and safe accommodation in Hertfordshire.
- To ensure that the safety and wellbeing of the client is monitored and reviewed regularly.
- To remain a source of independent support for all clients.
- Embed a person-centred recovery orientated and trauma informed approach in all aspects of the roles.

Service Objectives:

The objectives of the Single Homeless Support Pathway are:

- To improve the mental wellbeing of people experiencing mental ill health.
- To increase early access to help for people experiencing mental ill health in, by providing a clear and effective pathway to services provided by Herts Mind Network and other third sector and statutory providers.

- To remain a source of independent support for all clients.
- To reduce the use of police, ASB, tenancy enforcement, housing needs and environmental health services by clients whose primary need is related to mental ill health.
- To reduce the use of crisis services by people experiencing mental ill health without positive outcomes for the individual.
- To provide an assertive outreach approach for clients who are in crisis and/ or those that may have complex or multiple needs.
- To work collaboratively within a multi-disciplinary team consisting of District and Borough council's housing teams, drug and alcohol services and other professionals.

Accountability

You will be line managed by the Team Lead for the Single Homeless Support Pathway at Hertfordshire Mind but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To receive referrals for clients presenting with homelessness and other complex needs.
- To undertake initial contact with clients and complete a holistic needs assessment, making use of assertive outreach work to achieve the initial client contact, if required.
- To provide holistic support and advocacy services to clients experiencing mental ill health.
- Ensure all person-centred risk assessments and support plans are completed as appropriate.
- To accompany clients to initial visits and appointments as necessary in order to ensure the sustained use of existing support services in the borough.
- To support clients with accessing housing options.
- To liaise with other agencies to ensure that clients receive appropriate support and continue to remain engaged with the service.
- To assist clients to access appropriate mental health services, drug and alcohol services, housing/tenancy services and other services according to assessed needs.
- To establish effective pathways across a variety of agencies to maximise and provide effective partnership working.
- To work with partners both internal and external to ensure that vulnerable person's cases are monitored and risks evaluated in order to promote community safety.
- To work with multi agency partners to support the delivery of co-ordinated services for clients where appropriate.
- To support with practical needs where necessary, including homelessness/housing applications and benefit applications.
- To work with the third sector and signpost to other agencies as necessary to improve the health and wellbeing of clients referred to the service.
- Proactively recognise the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies.
- Attend multi-disciplinary meetings with the local district and borough councils, drug and alcohol services and relevant organisations and discuss clients in a professional and sensitive manner

- To provide crisis/safeguarding intervention support. This will include responding to problems, which pose an immediate risk.
- 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 and their needs and circumstances are understood.
- Develop and maintain relationships with local authority services, housing providers, voluntary organisations and community support networks.
- Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.

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 service users.

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 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 HMN'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	Essential/ Desirable
Experience	
A good understanding of mental health conditions	E
Experience of working with vulnerable individuals	E
Experience of working with those affected by housing difficulties	E
Experience of managing a caseload	E
Evidence of working to deadlines, and achieving outcomes against targets	E
Creative and flexible approach to working with individuals	E
Demonstrable understanding of relevant legislation and policies in regards to child and adult at risk protection issues and legal responsibilities, such as the Data Protection Act, Safeguarding Children and Vulnerable Adults, Child Protection	E
Skills and abilities	
Excellent communication skills and ability to develop effective working relationships at all levels	E
Ability to work on own initiative whilst retaining teamwork responsibility	E
Ability to work within the principles of equal opportunities and diversity	E
Maintain personal and professional boundaries	E
To maintain confidentiality and adhere to data protection requirements	E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	E
Ability to deal with stressful and difficult situations in a calm manner	E
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines	E
High level report writing skills with the ability to present sensitive information to a range of audiences	E
Knowledge/Qualifications	
A professional qualification or equivalent degree related to mental health, health or social care	D
Knowledge and understanding of housing processes	E
Understanding of the principles of advocacy	E
Understanding of risk assessment and safety planning	E
Evidence of continual professional development	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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