

# Crisis Café Coordinator

March 2024

Hertfordshire Mind Network  
Watford Wellbeing Centre  
501 St Albans Road  
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Hertfordshire  
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**Crisis Cafe Coordinator**

[info@hertfordshiremind.org](mailto:info@hertfordshiremind.org)  
[www.hertfordshiremind.org](http://www.hertfordshiremind.org)

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Role Summary, Job Description and Person Specification. For more information about the role, please see our website at  
<https://www.hertsmindnetwork.org/crisis-cafe-coordinator/>

To apply, please submit your CV and a supporting statement as to how you meet the person specification.

Clearly state your address, e-mail address, telephone number, whether you have a driving license and whether you own a vehicle.

Please return applications to Carys Norman by email to [recruitment@hertfordshiremind.org](mailto:recruitment@hertfordshiremind.org)

**Closing date for receipt of applications is 2nd April 2024**

**Interviews shall take place on a rolling basis.**

Yours sincerely,

**Carys Norman**  
**Director of Crisis and CYP Services**

## 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 potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

**Courage** - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire's mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

**Together** - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

**Responsive** - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

## Crisis Cafe Coordinator

- Are you calm, non-judgmental and able to work effectively with people experiencing distress?
- Do you have experience of supporting people in crisis?
- Are you able to support staff to assess need and ensure people access the most appropriate service?
- Do you have experience of managing people to feel supported, safe, trusted and valued, enabling them to excel in the work they do?
- Can you demonstrate our values of **Hope, Courage, Together**, and **Responsive** and want to be part of our mission to create opportunities for individuals to make choices, find their own solutions, build resilience and manage their whole life and wellbeing?
- If the answer to all of these is yes, we want to hear from you.

This role is managing a shift delivering emotional support to those in mental health crisis, face to face and over the telephone through our helpline.

**“Working at Nightlight has allowed me to develop key skills in crisis intervention whilst juggling other commitments by working hours that suit me. It is a privilege being able to support each individual in an uplifting and compassionate way during the most distressing times of their lives.”**

**Please see job description on next page**

## Job Description

<b>Reference:</b>	204
<b>Job title:</b>	<b>Crisis Cafe Coordinator</b>
<b>Salary scale:</b>	£24,928 - £26,250
<b>Contracted hours:</b>	Zero hours, Part-time and Full-time positions available. Full-time is 37.5 hours per week; part time from 15 hours per week.
<b>Working base:</b>	Crisis Café – negotiable between Watford, Stevenage, Ware and Hatfield – expectation to travel to other sites where necessary with mileage paid (when not working at home base)
<b>Reports to:</b>	Crisis Café Team Leader
<b>Working days:</b>	17:30 – 01:30, worked across a 7 day rota (including 2x Saturdays per month).
<b>Contract Length:</b>	Permanent contract/Bank available
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

## Background

Hertfordshire Mind Network's Nightlight Service (Café's, Helpline, 24/7 Crisis House 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, crisis cafes and 24/7 Crisis Centre. 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 each individual 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.

## Purpose of post

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

## Service Objectives

The objectives of the HMN Crisis Centre are:

- To improve the mental and emotional wellbeing of people experiencing a mental health crisis in Hertfordshire.
- To provide 24/7 support for individuals experiencing a mental health crisis.
- To increase early access to help for people experiencing a mental health crisis in Hertfordshire, by providing a clear and effective pathway to other services provided by HMN and other third sector and statutory providers.
- To remain a source of independent support for all clients.
- To provide an alternative pathway to people in distress and crisis to support better outcomes and reduce the demand on statutory crisis services and emergency services.

More information can be found here: [www.nightlightcrisis.org](http://www.nightlightcrisis.org)

## Accountability

You will be line managed by the Crisis Team Leader, 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 clients to support with crisis presentations.
- Liaising with Nightlight management and external services e.g. police, ambulance service, 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 maintained to the required standards at all times and contributing to service monitoring requirements.
- Arranging transport for service users to facilitate access to services as needed.
- Assisting with housekeeping/cleaning tasks as necessary and reporting any maintenance problems.
- Contributing to the service development by working alongside 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 Crisis 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.
- Supporting the Crisis Café Team Leader with a rota to ensure appropriate service cover is in place at all times across the Nightlight Crisis Café/Helpline provision.
- Monitoring team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to the Team Leader.

## General

- To be a positive role model for staff, clients, families and carers.
- To ensure compliance with legal, ethical and regulatory requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equity and diversity.
- To promote a health and safety culture within the workplace by working in accordance with policies, procedures and raising concerns as required.
- Work in accordance with HMN Confidentiality Policy and wider GDPR.
- To be an active and effective team member.
- At all times to carry out every aspect of your duties with due regard to HMN policies, procedures and values.
- To ensure HMN values are embedded in the service.
- To maintain a professional level of communication at all times.
- To maintain appropriate record keeping via client recording management system.
- Maintain full accountability to the project through supervision and appraisal processes.
- To undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

## Leadership and Representation

You will line manage a number of Crisis Café and Helpline Mental Health Support Workers and be part of the operational management for Nightlight Crisis Cafes. This will include providing supervision, supporting service audits on practice, assisting with service reporting and representing the service in meetings with external stakeholders. On occasion, you will be required to provide wider remote leadership cover across other Nightlight Services using Microsoft Teams. This will include undertaking assessments over the phone for the Nightlight Professional Referral Line for Crisis visits, providing advice, discussion, and complex case support and supporting with any incidents or escalation required.

**\*\*Please note there will be some variation to this Job Description for Bank staff, with less responsibility and no Line Management. \*\***

**Person specification is on the next page.**



<b>Person Specification</b>		<b>Essential/ Desirable</b>
<b>Qualifications and Experience</b>		
A relevant social work, health and social care, or mental health nursing qualification, or studying in a relevant field.		D
A good standard of education (GCSEs grade C and above, level 2 equivalent qualification or appropriate vocational level 2 qualification or above) or correlating CPD / experience		E
A relevant management or team leading qualification to Level 3 or above, or the willingness to work towards this		D
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		E
Minimum 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
<b>Skills, Abilities, Understanding and knowledge</b>		
Understanding of current challenges within the mental health and wider health and social care system		E
Understanding of the Recovery model in mental health		D
Understanding of the principles of trauma informed care		D
Ability to absorb, understand and use knowledge learned		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 legislation and policies relevant to the role including Data Protection Act, Mental Capacity Act, The Care Act, Mental Health Act and Equality Act.		D
Understanding of quality assurance through supervisions, audits etc.		D
A good understanding of mental health conditions		E
An ability to input data into online data recording systems		E
Evidence of working to deadlines, and achieving outcomes against targets		E
Creative and flexible approach to working with individuals (service users and staff)		E
Ability to deal with stressful and difficult situations in a calm manner		E
Ability to prioritise and manage workload		E
Ability to involve service users and carers in all aspects of work		E
Confident and effective communicator, able to adapt to the audience e.g. families/carers, service users, key stakeholders		E
Ability to develop relationships and maintain positive working relationships across teams, services and with external partners (e.g. emergency services and mental health teams)		E
Good level report writing skills with the ability to present sensitive information		E
Excellent IT skills which include being able to use Microsoft Office Applications to a good level (word, outlook, excel and PowerPoint) and able to use the service user recording management system		E
Driving Licence with access to a car for the purpose of business use, or alternative means to reliably access the Nightlight Crisis Centre		E
Physically fit to undertake basic cleaning tasks		E

Ability to commit to rota working mix of day and overnight shifts

E

# Thank You Nightlight Crisis Team!

**Our service users truly appreciate  
the support they receive from you on  
their mental health journey...**





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