



Mind in Croydon
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Chief Executive
Emma Turner

April 2026

Re: Social Networking Caseworker

Thank you for your interest in this post and towards our organisation, Mind in Croydon.

I am pleased to enclose:

- Job description and person specification for the Social Networking Caseworker role
- Guidelines for applicants
- Organisation Summary

The closing date for receipt of applications is **5pm on Friday, 22nd May 2026**.

To apply, please submit an up-to-date copy of your CV and a cover letter no longer than 2 A4 pages to recruitment@mindincroydon.org.uk, outlining your reasons for applying and demonstrating how you meet the criteria set out in the person specification.

Applications without cover letter will not be accepted.

Your faithfully

Mind in Croydon





SOCIAL NETWORKING CASEWORKER JOB ADVERT

Mind in Croydon is seeking a compassionate, proactive and community-focused Social Networking Caseworker to support adults experiencing severe and enduring mental health challenges to build confidence, strengthen social networks and engage in meaningful community activities.

This is a person-centred, recovery-focused role working with a caseload of up to 35 individuals. You will support people to identify their goals, access mainstream opportunities such as education, physical activity, cultural groups and volunteering, and gradually reduce reliance on statutory services where appropriate.

The role combines direct one-to-one support, partnership working with mental health professionals and community organisations, and the development of group activities at Fairfield House, Croydon. You will play a key role in enabling people to rebuild independence, confidence and community connections.

This post requires flexibility to meet the needs of the service, which may include occasional weekend work, as part of the rota. Time off in lieu (TOIL) will be provided where additional hours are worked, and there is no routine expectation of frequent out-of-hours working. If you are motivated by social inclusion, empowerment and practical recovery support, we would welcome your application.

Social Networking Caseworker

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|--------------------|---|
| Salary: | £30,719 per annum |
| Terms: | Fixed term contract until 31 July 2027 (with potential for extension) |
| Hours | 36 hours a week, full time, worked across a rota covering Saturdays |
| Reports to: | Social Networking Manager |
| Based at: | Mind in Croydon Fairfield House 10 Altyre Road, East Croydon, flexible working with regular presence across our premises and community sites across the Londo Borough of Croydon |

If you would like to discuss the post further, please contact:
recruitment@mindincroydon.org.uk to arrange an informal conversation.



SOCIAL NETWORKING CASEWORKER ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

Mind in Croydon (MiC) is a local mental health charity founded in 1967. Our vision is a world where everyone with mental health issues receives support and respect, and where inequality and stigma are eliminated. We deliver a wide range of services to support, inform and empower people experiencing mental health problems across the London Borough of Croydon. These include advocacy, welfare benefits advice, counselling, peer support, social networking, crisis support and wellbeing programmes.

We work closely with NHS services, the local authority and voluntary sector organisations to provide safe, high-quality, person-centred support that promotes recovery, independence and inclusion.

CONTEXT OF THE POST

The Social Networking Caseworker supports adults experiencing severe mental illness to build confidence, independence and meaningful connections beyond statutory mental health services.

The service is based at Fairfield House, a community mental health hub in central Croydon, and involves outreach across the borough.

The postholder will work as part of a small, supportive team and in close partnership with Community Mental Health Teams (CMHTs), care coordinators and other professionals to support recovery-focused outcomes.

PURPOSE OF THE ROLE

To promote recovery, wellbeing and social inclusion for adults experiencing mental health challenges by supporting them to identify personal goals and access mainstream community opportunities.

The role focuses on building confidence, strengthening social networks, improving wellbeing and supporting individuals to develop independence and reduce reliance on mental health services where appropriate.



KEY RESPONSIBILITIES

Caseload Management and Clients Support

- Manage a caseload of up to 35 service users.
- Receive referrals and act as named Support Worker for allocated individuals
- Work collaboratively with service users to identify strengths, interests and recovery goals.
- Co-produce individual development plans with clear, realistic and measurable outcomes.
- Provide intensive initial support, including accompanying individuals to activities where required.
- Gradually reduce support to promote independence and confidence.
- Maintain regular contact to review progress and adapt support plans as needed.
- Produce written and verbal reports for 3-monthly reviews and attend CPA reviews as required.
- Contribute to discharge planning when individuals are ready to move on from the service.

Community Engagement and Partnership Working

- Develop and maintain links with community organisations, education providers, cultural groups, faith groups, sports providers and other mainstream opportunities.
- Liaise with professionals including care co-ordinators, GPs, social workers and voluntary sector partners.
- Advocate on behalf of service users where appropriate.
- Promote the Social Networking Service through presentations, networking and partnership engagement.

Group Development and Delivery

- Develop and facilitate group activities at Fairfield House and in the community (e.g. wellbeing groups, poetry, book clubs, arts-based sessions, skills development activities).
- Support the delivery of activities within the Fairfield House café and community space, which include occasional evenings and weekends work.

Safeguarding, Risk and Professional Boundaries

- Work within Mind in Croydon's safeguarding policies and procedures at all times.
- Identify, assess and manage risk appropriately, escalating concerns in line with organisational processes.
- Maintain clear professional boundaries with service users and uphold ethical practice standards.
- Ensure confidentiality and compliance with data protection legislation.



Administration and Record Keeping

- Maintain accurate and timely case records using the charity databases (e.g. Views) and IT systems, including Excel
- Use outcome measurement tools, including Recovery Star, to evidence progress and impact.
- Prepare reports and correspondence using Word, Excel and other IT systems.
- Contribute to monitoring and reporting requirements linked to contracts and service performance and contracts.

Team Responsibilities

- Participate in team meetings, supervision and reflective practice.
- Engage in training and continuous professional development.
- Work collaboratively with colleagues to maintain a safe and supportive environment at Fairfield House.
- Undertake additional duties compatible with the role as required to ensure service continuity.

PERSON SPECIFICATION

Essential

Experience and Knowledge

1. Experience of working in mental health or with vulnerable adults.
2. Experience of managing a caseload and delivering person-centred support.
3. Experience of supporting individuals to set goals and achieve outcomes.
4. Experience of partnership working with professionals and community organisations.
5. Understanding of recovery-focused approaches.
6. Knowledge of safeguarding principles and professional boundaries.

Skills and Abilities

7. Strong interpersonal and communication skills (written and verbal).
8. Ability to build trust and rapport across diverse communities.
9. Ability to work independently and manage time effectively.
10. Ability to maintain accurate records and use IT systems (Word and Excel essential).
11. Ability to work flexibly, including weekends on a rota basis.

Other Requirements

12. Willingness to travel across the borough.



Desirable

13. Experience of facilitating groups.
14. Experience of using outcome measurement tools such as Recovery Star.
15. Experience of working within voluntary sector mental health services.

ORGANISATIONAL VALUES

All staff are expected to uphold Mind in Croydon's values of:

- Equality and inclusion
- Authentic service user involvement
- Professional integrity
- Recovery-focused and person-centred approaches
- Collaboration and respect

Job Description Agreement

This job description outlines the main responsibilities of the role. It is not exhaustive and may be reviewed in line with service development and organisational needs.