

## **Role Description: CYP Herts Haven Café Volunteer**

**Responsible to:** CYP Senior Lead and/or Senior Support Coordinator

**Time commitment:** Between 2-5 hours (afternoon/evenings or weekends available)

**Location:** Stevenage

### **Who we are:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county and provide support to over 5000 clients every year.

### **Purpose of role:**

We are seeking passionate and dedicated volunteers to support the running of our Herts Haven Café service. Our Herts Haven Cafes are a free welcoming drop-in space for children and young people aged 10-18 across Hertfordshire to access support for their emotional wellbeing. When young people attend the Café they are able to engage with various activities and/or access 1:1 support with a staff member.

You will be an integral part of the team delivering the service within our community venues, assisting with the practicalities of running the café and offering 1:1 support to young people that attend.

### **Main tasks:**

- Support with the setting up and packing down of the space, ensuring a welcoming environment is offered
- To provide emotional and practical support as appropriate to young people that drop-in to the café. Developing positive working relationships with young people through 1:1 support conversations and/or doing activities with them
- To support the Senior Support Coordinators on shift with meeting the needs of the young people that attend.
- To uphold the safeguarding responsibility we have as an organisation to the young people we support
- To complete all associated administration tasks in relation to Café visits, ensuring robust record keeping

### **What we are looking for:**

- Someone who has experience working or volunteering with children & young people.
- Someone who has experiencing supporting people with mental health difficulties.

- Someone who is compassionate, patient, empathic, flexible and able to understand the barriers and struggles young people face.
- Good communication and listening skills when working with children & young people and their wider support networks.
- Ability to recognise individual needs and ability to work in a person centred and holistic way.

## **What we can offer you:**

- Direct support on shift from the Senior Lead and/or Senior Support Coordinators you are responsible to, including regular check-in meetings over the course of your volunteering with us.
- Access to training around different mental health topics.
- The chance to make a positive impact on the lives of children and young people in Hertfordshire.
- Invaluable experience of working in the mental health sector and supporting young people in various settings.

## **Next steps:**

If you are interested, please complete our application form and state your interest in this role <http://www.hertfordshiremind.org/join-us/volunteering/> or contact 0203 727 3600