

Student Placement (unpaid)

February 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Student Placement – Counselling Service

Dear Applicant,

Thank you for your enquiry about the above post.

For more information about the role and our services, please see our website at
www.hertfordshiremind.org

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.

Please return applications, quoting reference number 280 to Dawn Stenning by email to
recruitment@hertsmindnetwork.org

We will close this advertisement when we have sufficient applications.

Interviews to be held on a rolling basis.

Yours sincerely

Dawn Stenning
Senior Clinical Lead & Counselling Services Manager

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:	Student Placement (unpaid) - Counselling
Reference Number:	280
Contracted hours:	Up to 37.5 hours per week – dependant on university requirements (Monday – Friday)
Working base:	Watford Wellbeing Centre, with travel across Hertfordshire where required
Reports to:	NHS Counselling Team Lead
Contract length:	1 year
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

Hertfordshire Mind Network is a leading countywide provider of wellbeing and mental health services. This is an unpaid position offering someone currently studying a psychology-based degree, the opportunity to play a pivotal role in our counselling service. The role is responsible for administratively supporting the NHS Talking Therapies (NHSTT) Counselling service and provides a fantastic opportunity for students to gain experience in a fast-paced setting, with the goal of providing accessible and inclusive mental health services.

This is an unpaid role for university students seeking to complete a placement year (or year in industry) as part of their degree. This is a fantastic opportunity for students studying degrees which are relevant to psychology and mental health fields.

The NHSTT Counselling Service is a vital local service in Hertfordshire, providing 8 free sessions of one-to-one counselling for individuals aged 16 and over across the county.

Accountability

You will be line managed by the NHSTT Counselling Team Lead at HMN but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To manage and prioritise all administration tasks associated with the NHS Counselling service
- To deliver effective administrative support for the NHS Counselling Service, ensuring information records are accurately kept and regularly updated.
- To assist the wider NHS Counselling service by demonstrating strong administrative skills across systems, spreadsheets and databases, with an ability to extract data quickly and clearly.
- Ensure a direct community service is in place which encourages, motivates and builds clients self-esteem and confidence.
- To assist clients to access appropriate services and community resources within the local community, demonstrating a strong knowledge of local mental health services.

- To liaise with and support other HMN Services as agreed and manage own diary, working independently to meet service needs.
- To work with HMN staff in other services in order to make onward referrals to other projects, providing administrative support where necessary.
- Support individuals to develop sustainable local social networks, both through our HMN Wellbeing Centres and other community services and resources.
Assist in the ongoing development of the NHS Counselling Service by contributing to a culture of continuous performance improvement, adopting a flexible approach to your work and participating in a range of training and developing opportunities as agreed with the Team Lead and Service Manager.

General Responsibilities

- To ensure compliance with legal, ethical, 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 when required as part of your role.
- 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 on next page.

Person Specification	Essential/ Desirable
Qualifications	
Completing a relevant University degree e.g. psychology.	E
Knowledge	
Knowledge of local mental health services and demonstrated interest in supporting in their growth and development	E
Significant proven knowledge around services working with individuals aged 16+ with mental health needs and knowledge of models and services to meet needs	D
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 appropriate escalation processes, knowing when to escalate an issue should one arise.	
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 working in a fast-paced environment, interacting with customers/clients and colleagues on a daily basis	E
Experience of contributing to systems and databases, ensuring records are constantly updated and maintained	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, showing resilience when under pressure.	E
Strong ability to prioritise and manage workload, working autonomously	E
Ability to be adaptable and flexible in your approach to working and learning, with a focus on delivering high quality administrative support with a problem solving approach	E
Ability to capture, collate and digest large amounts of information quickly	E
Develop, foster, maintain and utilise a network of relationships for the short and long term, forming part of a positive team culture	E
Ability to plan ahead whilst being able to react swiftly to changing needs and emerging situations	E
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required	E
Have excellent computer skills, including typing, reporting and working across databases and systems	E
Demonstrate excellent communication skills	
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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