

Role Description: CYP Herts Haven Café Volunteer

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

Time commitment: 4 hours on Wednesdays between 3pm-7pm.

Location: Ware – Herts Mind Network Wellbeing Centre

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 Cafe is a free welcoming drop-in space for children and young people aged 10-18 (up to their 19th birthday) located in our wellbeing centre in Ware, 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 one of our Herts Mind Network Wellbeing Centres, 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, pro-active 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 MH 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 [TBC](#) or contact **0203 727 3600**