

Mental Health Support Coordinator (Children & Young People) - Herts Haven Café

Hertfordshire Mind
Watford Wellbeing Centre
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Mental Health Support Coordinator (Children and Young People) – Herts Haven Cafe

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.hertsmindnetwork.org/vacancies/mental-health-support-coordinator/>

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, whether you have a driving license and whether you own a vehicle.

Please return applications by email to recruitment@hertfordshiremind.org FAO: Ceri Roderick-Roast.

Closing date for receipt of applications is: Midnight Monday 26th October 2026

Interviews will take place on: Tuesday 3rd November 2026

We may close this advert early if we have sufficient applications.

Yours sincerely

C A Roderick-Roast

Ceri Roderick-Roast
Senior Lead (CYP)

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:	Mental Health Support Coordinator (CYP)
Reference Number:	383
Salary scale:	£28,900 FTE pro rata - £3,757 per annum (based on 5 hrs)
Contract Length:	1 year fixed term (1 st December 2026 – 30 th November 2027)
Working pattern:	5 hours – to include Wednesday's (3:00pm-7:00pm) + 1 hour flexi to be used for admin, supervision, training.
Working base:	Ware Herts Haven Café (Ware Wellbeing Centre, 14 New Road, Ware, SG12 7BS)
Reports to:	Senior Lead - CYP
Checks needed:	Enhanced Adult & Children DBS and 2 satisfactory references

Purpose of post

The key purpose of this post is to be an integral member of staff delivering the Herts Haven Café service, facilitating drop-in mental health support for children and young people aged 10-18. As a practitioner you will meet the varying needs of the individual, as they present, meaning no day may look the same. A person-centred approach will be maintained, and this role is pivotal to ensuring CYP have a warm and welcoming space to turn to. You will be responsible for operationally overseeing the café during its opening hours. Working alongside 1 other member of staff and Hertfordshire Mind volunteers, you will facilitate support, deliver brief mental health interventions, provide signposting information and ensure timely information, guidance and referrals are provided for ongoing support.

Service Objectives

The objectives of Hertfordshire Mind's Herts Haven Café service are:

- To improve the mental wellbeing of children and young people experiencing mental health issues, including crisis presentations, in Hertfordshire.
- To provide drop in, no referral required, timely support to 10-18 year olds.
- To support children and young people in Hertfordshire to access community based mental health help.
- To increase early access to help for people experiencing mental health crisis in Hertfordshire, by providing a clear and effective pathway to services provided across the CYPMH system.

Accountability

You will be line managed by the Senior Lead - CYP for Hertfordshire Mind Network

Job Description

Key Responsibilities (Service & Staff)

- To play an integral role in instilling HMN's values throughout the Herts Haven Cafe Service.
- To play a key part in the delivery of quality CYP mental health support services.
- To provide consistent and clear communication to the team, working proactively and with initiative.
- To be part of a cooperative and collaborative team that is flexible and adaptable to changing requirements.
- To deliver 1:1 and group interventions, depending on need, flexibly and creatively.
- To ensure that every individual accessing the service receives, safe and trusted support.
- To deliver early intervention mental health and wellbeing support to young people through a structured programme of brief one-to-one sessions.
- To support young people to identify their needs and develop a personalised wellbeing toolkit using evidence-based tools and resources, working collaboratively with trusted adults where appropriate.
- To create and review risk assessments, wellness plans, crisis support plans and safety plans, as well as providing signposting resources as required.
- To proactively recognise indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies e.g., C-CATT, Emergency Duty Teams, CYPMHS, etc.
- To oversee volunteers working alongside you within the café setting
- To record contacts, interventions, and signposting accurately, concisely and in a timely manner.
- To work in a way that acknowledges personal, social, cultural and spiritual strengths and needs of the individual.
- To work in partnership with other local providers and key stakeholders to ensure safe working practices.
- To work alongside Crisis Teams in line with joint protocols, where required, to support those individuals experiencing a mental health crisis.
- To signpost and refer effectively into other Hertfordshire Mind services, as well as alternative VCFSE and statutory organisations.
- To participate in training and development opportunities as agreed with your line manager.
- To act as a positive role model showing professional and caring attitudes and behaviours towards other team members, children and young people, families/carers and professionals.

Key Responsibilities (Coproduction)

- To ensure children and young people's involvement and a person-centred approach are embedded within the service.

- To liaise with children and young people, families, and carers to ensure that the service is reviewed and co-developed over the lifetime of the contract.
- To work with children, young people and families to obtain feedback for service and system development.
- To consider each person as an individual.
- To establish supportive, empowering and respectful relationships with service users and carers/ family.

General

- To ensure compliance with legal, ethnical, 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.
- To ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons, and all information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To work mainly hours outside of normal office hours (including evenings)
- To carry out every aspect of your duties with due regard to Hertfordshire Minds (HM) policies and procedures including the Equalities Statement.
- To ensure HM 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 clients, 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
Experience & Qualifications	
Minimum 2 years' experience working within a health, social care or charity sector supporting children and young people experiencing mental health difficulties, crisis or distress (or have alternative ways of demonstrating the skills, attitude and knowledge brought with this)	E
A relevant social work, mental health nursing, or health and social care qualification	D
Lived experience of mental ill health	D
Evidence of continual professional development.	E
Experience of mentoring and supporting new staff and/or volunteers within a health, social care or voluntary sector setting.	D
Experience of supporting individuals with mental ill health.	E
Proven experience and ability to work flexibly, responding to need as it presents; considering risk, priorities, and allocating work and resources to meet changing priorities.	E
Experience of working in a highly responsive, fast paced environment; with the ability to deal with stressful and difficult situations in a calm manner.	E
Evidence of working to deadlines and achieving outcomes against targets.	E
Skills, abilities, understanding and knowledge	
A creative and flexible approach to working with individuals.	E
Understanding of the current CYP mental health system operating in Hertfordshire	D
Understanding of developing and delivering services within a health and social care setting.	D
Understanding of the principles of trauma informed care, and/or a willingness to attend trauma informed care training.	E
Knowledge and understanding of mental health, including stigma and presentations.	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 Safeguarding Children, Data Protection Act, The Care Act, Mental Health Act and Equality Act and/or a willingness to attend training related to these.	E
Ability to involve service users and carers in all aspects of work.	E

Ability to communicate exceptionally well in person, on the phone and in a team, with both staff and service users alike; utilising good active listening skills and a non-judgemental approach.	E
Ability to prioritise and manage workload.	E
Ability to offer understanding and compassion.	E
Good IT skills including MS Teams, Word, Outlook, online chat platforms, Excel and PowerPoint, with proven ability to input and extract information and produce reports.	E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide.	E

October 2026



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Company No. 5532977