

Role Description: CYP WithYOUth Instant Messaging Volunteer

Time commitment: A minimum of 4 hours a week on one day (Monday – Friday 2pm-10pm)

Location: Remote

Responsible to: CYP Senior Support Worker

Who we are: Hertfordshire Mind Network (HMN) 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. The WithYOUth Service is part of HMN's Children and Young People's services. The service aims to support young people to build resilience by helping them problem solve and develop coping strategies, enabling them to find solutions that will benefit their own mental health and wellbeing. Support includes our helpline, a digital therapeutic gaming app, an instant messaging service, online groups and workshops and 1-1 support. Your role as a CYP volunteer will be to support young people with their mental health and wellbeing through the instant messaging service.

Purpose of role:

We are seeking Children and Young People (CYP) volunteers for our digital 'withYOUth' instant messaging service. Our withYOUth service offers online support to young people aged 5-18 with their mental health and wellbeing. This role will involve supporting young people through our instant messaging service, to give them immediate support, whether that be listening, emotional support, sharing coping strategies, guidance or signposting, as well as answering professionals and parent/carers' queries that come through the chat service.

*This role is specific to taking chats with young people but may involve supporting young people over the helpline. Although we are not a crisis service, we do experience some high-risk chats. We will provide training on this and there will be someone for you to contact if you need support with the high risk conversations, but please be mindful of this when applying for this position.

Main tasks:

- Supporting the withYOUth team with CYP with mental health and emotional wellbeing needs through our instant messaging service.
- To be a proactive member of the team, contributing positively in team meetings, sharing ideas and co-developing the service, based on feedback from the CYP, family and professionals.
- Developing positive working relationships with young people.

What we are looking for:

- Ideally someone who has experience working or volunteering with children & young people.
- Good IT skills, as this is a position for an online chat service.
- Someone comfortable talking to young people in a mental health crisis.
- Someone who is compassionate, patient, empathic and able to understand the struggles young people face today.
- Good communication and listening skills when working with CYP, wider family and within the team.
- Willingness to learn new skills (e.g. attend training and show an interest in our service)

- Able to work in a holistic way with each young person when supporting them.

What we can offer you:

- Direct support from the Senior Support Worker that you are responsible to
- Access to various internal training around different mental health topics
- The chance to make a positive impact on the lives of children and young people in Hertfordshire
- Working alongside the withYOUth team and gain experience working with CYP

Next steps:

If you are interested, please complete our application form

<http://www.hertfordshiremind.org/join-us/volunteering/>