



Role Title	CYP Services Volunteer
Responsible to	CYP Project Co-Ordinator
Department	Children & Young Persons (CYP) Services
Hours	Part time, Variable
Base	Medway
Geographical Remit	Medway

Purpose of Role

This role is to provide administrative support to the Children and Young People's Service, ensuring the smooth running of day-to-day operations. This role is ideal for someone who wants to gain experience in mental health, charity work or children's services while making a meaningful difference to the community.

Structure of the Role

Volunteers are supervised by the CYP Project Co-Ordinator, overseen by the CYP Manager and will be based at our Medway Offices: Community Hub, 5A New Road Avenue, Chatham, ME4 6BB. Where travel to other sites or external meetings is required, travel expenses can be claimed in line with our policies and procedures.

Time and hours will be negotiated at the point of accepting a volunteer role. We ask for minimum commitment of 6 months, with 4 hours per week given to this role.

All volunteers receive a full induction and ongoing support from the CYP team, including supervision and access to relevant training. An enhanced DBS check will also be completed as part of the induction process.

A: Duties of the Role: General

These duties apply to all North Kent Mind volunteers, whichever service they work for:

1. To work within a framework which:
 - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
 - Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model.

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- Respects, encourages, and builds on individual clients' coping strategies, skills and autonomy.
 - Maintains good liaison with any other outside agencies as is necessary.
 - Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
 - Adheres to the principles of the Social Care Standards as defined by the GCSI.
2. To participate in supervision sessions.
 3. To attend training.

B. Duties of the Role: Specific

Depending on skills, experience and service needs, the volunteer may take on one or a combination of the following responsibilities. Where volunteers have additional skills or interests, we are open to exploring how these can be used to support the wider CYP department.

1. Complete wellbeing check-in calls to support those currently on the waiting list.
2. Contact service users and parents/carers to offer available workshops or sessions.
3. Welcome clients to the building by answering the intercom and supporting smooth entry for sessions.
4. Provide general administrative support, including room bookings, composing letters and managing printing or storage of resources as needed.
5. Use our Central Records Management System (Lamplight) to maintain accurate information and track service user progress.
6. Support therapists during group sessions (e.g. setting up, welcoming attendees, ensuring a calm environment).
7. Work within confidentiality and information governance guidelines to protect clients' personal information at all times.
8. Where volunteers have relevant skills or training (for example, in counselling or mental health support), they may also assist with client triage calls or assessments. Volunteers will be supported and trained to do this and will receive appropriate supervision
9. Undertake any other reasonable administrative tasks to support the CYP team.