

Job Description

JOB TITLE	Children and Young People's Mental Health Practitioner
DEPARTMENT	Children and Young People's Service
HOURS	37 hours – This role sits within an 8am-8pm service to provide flexibility of engagement
REPORTING TO	Team Leader/Service Manager

JOB SUMMARY	Provide compassionate, strengths-based early intervention and prevention support to children and young people (aged 0–25), their families, and carers across Warwickshire. Working within the THRIVE Framework, you will support young people primarily within the <i>Getting Advice and Signposting</i> and <i>Getting Help</i> quadrants, using a trauma-informed approach to promote emotional wellbeing, reduce stigma, and prevent the escalation of mental health difficulties. You will work collaboratively with children and young people to co-create personalised support plans, ensuring their voices are central to decision-making. Support will be delivered across schools, community venues, online platforms, and CWW Mind locations through workshops, assemblies, group sessions, drop-ins, events, and one-to-one guided self-help interventions. As part of a partnership led by Coventry, Warwickshire & Worcestershire Mind, you will work alongside education, health, social care, voluntary, and community sector partners to ensure children and young people receive the right support at the right time. Service Statement We want every child and young person to feel heard, valued, and able to access support when needed. We are committed to trauma-informed, compassionate practice, where children and young people's voices actively shape how services are designed and delivered.
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KEY RESPONSIBILITIES
Client Responsibility, Outreach & Accessibility 1. Deliver flexible, goal-based early intervention support using trauma-informed and evidence-based approaches within CWW Mind buildings, schools, community settings, and online platforms, including triage, initial assessments, and same-day support where appropriate. 2. Deliver support through a range of outreach settings, including CYP Hubs, pop-up venues, the Resource Vehicle, and digital platforms, ensuring equitable access for children and young people, particularly those in underserved and rural communities.

3. Promote emotional wellbeing through psychoeducation, assemblies, workshops, therapeutic groups, drop-ins, events, and one-to-one guided self-help interventions.
4. Support children and young people to identify strengths, set goals, develop personalised wellbeing strategies, and maintain a Mental Health Passport to promote continuity of care.
5. Ensure children and young people are listened to, actively involved in decisions about their support, and treated with dignity, respect, and without judgement.
6. Provide clear, accessible information and signposting, supporting referrals, warm handovers, and step-up/step-down pathways across the THRIVE Framework.
7. Manage an allocated caseload and maintain accurate records in line with organisational policies and service standards.
8. Work within a "no wrong door" and "no set order" approach, promoting accessibility, inclusion, and equitable access to support.

Trauma-Informed Practice

1. Embed trauma-informed principles in all interactions, promoting psychological safety, cultural sensitivity, choice, collaboration, and empowerment.
2. Recognise and respond to the impact of trauma, adversity, and inequality on children, young people, and families, adapting interventions to individual developmental, cultural, and contextual needs.
3. Promote positive mental health, reduce stigma, and encourage help-seeking through co-produced campaigns, assemblies, outreach activities, and community events.
4. Promote neuro-affirming practice by recognising neurodevelopmental differences and understanding the impact that unmet needs, barriers to support, and experiences of services can have on children, young people, and families. Adapt approaches to ensure support is accessible, inclusive, and responsive to individual strengths and needs.

Liaison, Partnership & Integration

1. Work collaboratively with volunteers, schools, Early Support, Families First, Warwickshire Children & Families Connect (or other safeguarding authorities where required), Coventry & Warwickshire Partnership Trust (CWPT), the Children and Young People's Mental Health Front Door, and other relevant partners to provide coordinated support for children, young people, and families.
2. Act as a named worker/navigator for allocated children and young people, coordinating support and promoting seamless pathways between services.
3. Support children, young people, and families to access community resources and appropriate sources of support.
4. Promote awareness of the service and communicate information clearly and accessibly to children, young people, families, and professionals.
5. Contribute to multi-agency meetings, joint case reviews, and reflective practice activities to support integrated working and positive outcomes.

Co-production & Participation

1. Actively involve CYP, families, and carers in shaping their support and wider service development through feedback, co-design activities, and participation opportunities.
2. Support the Young People's Advisory Board and lived-experience initiatives.

Quality, Data & Continuous Improvement

1. Complete required outcome measures (e.g., Goal-Based Outcomes, WEMWBS – Warwick-Edinburgh Mental Wellbeing Scale) and maintain accurate, timely records on the organisation’s CRM system (Charitylog), in line with policy requirements.
2. Participate in regular clinical supervision (where applicable), line management support, reflective practice, and continuous professional development (CPD).
3. Contribute to continuous service improvement through the use of data, service user feedback, and innovative practice.

Communication

1. Communicate clearly and kindly. Adapt your words for children, families, and professionals, using simple language to support wellbeing.
2. Keep your team leader updated. Follow safety rules and report concerns quickly. Track your work on our systems. Build good relationships with others.
3. Follow child protection laws and comply with safeguarding legislation including the Children Acts, the Children and Families Act 2014 and Working Together to Safeguard Children (2026), Keeping Children Safe in Education (2026) guidance.

Planning and Organisational Skills

1. Plan and organise workload effectively, managing competing priorities to ensure safe, responsive, and consistent service delivery. Maintain accurate and timely records in line with service requirements, contribute to the coordination of activities, and work flexibly within an 8am–8pm service model while adhering to contracted hours and rota arrangements.

Physical Effort

1. Regular travel across Coventry and Warwickshire is required to deliver services in community, school, and organisational settings. The role involves setting up and facilitating presentations, workshops, and group sessions for children, young people, families, and professionals, alongside periods of desk-based work using IT systems and standard office equipment.

Other Duties

1. To participate in training as appropriate and to attend regular personal supervision sessions, reflective practice sessions and/or clinical supervision.
2. To undertake these duties in a framework that recognises the diversity of clients and encourages equality of opportunity for all.
3. To contribute fully to the corporate aims and objectives and work within CWW Mind’s values, policies, and procedure.
4. To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder.

This job description may be subject to change by agreement from time to time, to reflect the changing needs of CWW Mind or the funders.

Person Specification

CWW Mind seeks to employ staff with the right skills and experience. We also support staff development and training. Staff are encouraged to take part in structured learning opportunities.

EXPERIENCE

- Working with children and young people
- Multi-agency working (including safeguarding and GDPR compliance)
- Trauma-informed practice

Essential
Essential
Desirable

• Experience in mental health, education, youth or outreach settings • Large group delivery with strong facilitation and presentation skills • Monitoring and evaluation • Digital mental health platforms	Desirable Desirable Desirable Desirable
SKILLS AND ABILITIES • Clear, structured communication (verbal, non-verbal, and written) • Ability to engage children, young people, and families and build rapport, including those affected by trauma or disadvantage • Effective teamworking and ability to maintain professional relationships • Strong organisational and time management, with ability to prioritise workload and remain calm and solution-focused during problem-solving in complex or changing situations • Develop and maintain effective partnerships with a range of stakeholders • Confident and competent use of digital tools, computers, and case management	Essential Essential Essential Essential Essential Essential
KNOWLEDGE • Children and young people's mental health and emotional wellbeing • Common mental health difficulties (e.g., stress, anxiety, low mood) • Safeguarding and GDPR requirements • Knowledge and understanding of the THRIVE framework • Local services, community resources, and support pathways	Essential Essential Essential Desirable Desirable
EDUCATION / QUALIFICATIONS • NVQ Level 2 or equivalent qualification • Evidence of continued professional development	Essential Desirable
ATTITUDES • Alignment with CWW Mind values: Passionate, Honest, Creative, Effective, Inclusive, Enabling • Commitment to co-production, anti-oppressive practice, and equality, equity, diversity, inclusion and accessibility • Commitment to participation of children and young people • Commitment to reflective practice and professional development • Commitment to CWW Mind's strategy, vision, mission and goals	Essential Essential Essential Essential Essential
GENERAL • Full driving license • Access to a suitable vehicle and willingness to travel across Coventry and Warwickshire • Ability to work flexibly across community, school, and digital settings, including some evenings and occasional weekends, in line with service requirements and contracted hours • Enhanced DBS check (with appropriate barring list check)	Essential Essential Essential Essential

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