



Mind in Croydon  
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Chief Executive  
Emma Turner

May 2026

**Re: Rapid Responder Practitioner**

Thank you for your interest in this post and towards our organisation, Mind in Croydon.

I am pleased to enclose:

- Job description and person specification for the Service Lead role
- Guidelines for applicants
- Organisation Summary

The closing date for receipt of applications is **31<sup>st</sup> May 2026**. We will review applications and hold interviews on a rolling basis so we encourage you to submit your interest early.

To apply, please submit an up-to-date copy of your CV and a cover letter no longer than 2 A4 pages to [recruitment@mindincroydon.org.uk](mailto:recruitment@mindincroydon.org.uk), outlining your reasons for applying and demonstrating how you meet the criteria set out in the person specification.

Applications without cover letter will not be accepted.

Your faithfully

Mind in Croydon





## **RAPID RESPONDER PRACTITIONER JOB ADVERT**

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Mind in Croydon is recruiting a Rapid Responder Practitioner to support the delivery of **Building Brighter Futures (BBF)**, an innovative partnership programme designed to improve access to early mental health support for young people in Croydon.

This role will provide timely, relational and trauma-informed support to young people aged 15–19 experiencing emotional distress, emerging mental health needs and complex disadvantage. Working as part of a multi-agency team, the postholder will act as a key point of early engagement, offering brief interventions and supporting young people to access the right pathway at the right time.

The post is hosted within the newly refurbished Mind in Croydon's Counselling Service, with day-to-day work coordinated through the BBF partnership to ensure a consistent and joined-up response across organisations.

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### **Rapid Response Practitioner**

**Salary:** £33,368 (£26,694.4 Actual for 28.8 hour week)

**Contract:** Fixed term until 31 March 2029

**Hours** 28.8 Hours a week

**Reports to:** BBF Project Coordinator (Croydon Voluntary Action) / Mind in Croydon Counselling Service Manager

**Based at:** **Mind in Croydon Orchard House, Counselling Office**  
15 Purley Road, South Croydon, CR2 6EZ.  
with regular travel to Community-based projects across Croydon,  
working flexibly across partner sites

If you would like to discuss the post further, please contact:  
[recruitment@mindincroydon.org.uk](mailto:recruitment@mindincroydon.org.uk) to arrange an informal conversation.



## **RAPID RESPONDER PRACTITIONER ORGANISATION SUMMARY AND OBJECTIVES OF THE POST**

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Mind in Croydon (MiC) is a mental health charity founded in 1967 to promote good mental health. Our vision is a world where everyone with mental health issues receives support and respect, and where inequality and stigma are eliminated. We are a voluntary sector organisation, a company limited by guarantee and a registered charity, with over 50 members of staff working across multiple sites and outreach locations in the London borough of Croydon.

We deliver a wide range of mental health and wellbeing services, including counselling, advocacy, welfare benefit advice, peer support, group physical activities and crisis support. In the past year, we supported over 15,000 individuals across the borough.

**Mind in Croydon is a delivery partner in Building Brighter Futures, a borough-wide initiative funded by the Maudsley Charity to transform how young people access early mental health support.**

## **CONTEXT OF THE POST**

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**Building Brighter Futures** is a three-year programme (funded until 31 March 2029) focused on early intervention for young people aged 15–19 experiencing complex disadvantage. The programme brings together a partnership of voluntary sector organisations, including Croydon Voluntary Action, Reedham Children’s Trust, Mind in Croydon, Off The Record, Croydon Drop In, Palace for Life and Reaching Higher.

The programme aims to reduce waiting times, prevent escalation of need, and improve young people’s experience by providing rapid access to relational, non-clinical support and clear pathways into longer-term or specialist services, where required.

The Rapid Responder Practitioner role is central to the programme’s front-door and allocation model, ensuring young people receive timely contact, appropriate assessment and coordinated support, while minimising duplication and repetitions.

While the role is hosted within Mind in Croydon, it operates as part of a multi-agency delivery model, with close coordination, shared practice standards and collective accountability across the partnership.



## **RAPID RESPONDER PRACTITIONER JOB DESCRIPTION**

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<b>Salary:</b>	£33,368 (£26,694.4 Actual for 28.8 hour week)
<b>Contract:</b>	Fixed term until 31 March 2029
<b>Hours:</b>	4 days a week
<b>Reports to:</b>	Project Coordinator (Croydon Voluntary Action) CVA Counselling Service Manager
<b>Based at:</b>	<b>Mind in Croydon Orchard House, Counselling Office</b> 15 Purley Road, South Croydon, CR2 6EZ. with regular travel to Community-based projects across Croydon, working flexibly across partner sites

### **PURPOSE OF THE ROLE**

The Rapid Responder Practitioner provides early, trauma-informed and youth-centred intervention for young people aged 15–19 presenting with mild to moderate emotional wellbeing, mental health and social needs.

The role focuses on rapid engagement (first contact within 72 hours), holistic assessment, short-term support and navigation into appropriate pathways across the Building Brighter Futures partnership. It is a non-clinical role and does not deliver therapy.



## KEY TASKS

### **Young Person engagement and assessment**

- Make first contact with young people within **72 hours** of referral and agree a youth-friendly setting for initial engagement.
- Complete holistic assessments covering presenting needs, strengths, risks, safety and early goals.
- Co-create stabilisation and safety plans and introduce goal-based outcomes.

### **Brief intervention and navigation**

- Hold a small caseload and deliver short-term, trauma-informed support focused on engagement, stabilisation and goal-based progress.
- Support young people to access partner services and community resources, including planning and delivering warm handovers where longer-term support is needed.
- Work flexibly across community settings including youth hubs, schools, partner sites and public spaces, in line with policy and risk assessment.

### **Partnerships and coordination**

- Participate in weekly triage meetings and monthly case monitoring panels to support allocation decisions and joined-up case management.
- Liaise with partner organisations, schools and statutory services (including CAMHS where appropriate) to ensure coordinated support and reduce duplication.
- Maintain close communication with the BBF Project Coordinator and Rapid Responder colleagues across the partnership.

### **Recording, monitoring and learning**

- Maintain accurate and timely records within the BBF project system, covering referral, engagement, assessment, outcomes and exit.
- Contribute to evaluation activity, including capturing outcomes, feedback and learning to inform service development.

### **Safeguarding**

- Identify and respond to safeguarding and risk concerns in line with Mind in Croydon and partnership procedures.
- Share information appropriately to support young people's safety and continuity of care.

### **Youth participation**

- Support youth participation and co-production activities within the programme.
- Contribute feedback from young people to inform ongoing service development.



## **PERSON SPECIFICATION**

### **Essential**

- Experience supporting young people experiencing emotional distress, trauma or social vulnerability.
- Strong relational engagement skills and commitment to trauma-informed practice.
- Ability to complete holistic assessments, set goals and make informed pathway decisions.
- Experience working collaboratively across organisational boundaries.
- Ability to maintain accurate, concise records and engage with outcome measures.
- IT literate.

### **Desirable**

- Experience in youth work, mentoring or non-clinical therapeutic support.
- Familiarity with THRIVE, AMBIT or similar practice frameworks.
- Experience contributing to multi-agency meetings and partnership working.

## **TRAINING, SUPERVISION AND SUPPORT**

- Line management and supervision through Mind in Croydon.
- Close day-to-day coordination with the BBF Partnership Lead.
- Access to training in trauma-informed practice and agreed partnership tools.
- Peer support through partnership huddles and learning activities.

## **ORGANISATIONAL VALUES**

All staff are expected to uphold Mind in Croydon's values of:

- Equality and inclusion
- Authentic service user involvement
- Professional integrity
- Recovery-focused and person-centred approaches
- Collaboration and respect

## **JOB DESCRIPTION AGREEMENT**

This job description outlines the main responsibilities of the role but is not exhaustive. Duties may be reviewed and amended as the needs of the organisation evolve. Any changes will be discussed with the postholder.