



Peer Worker

**Recruitment Pack
March 2025**

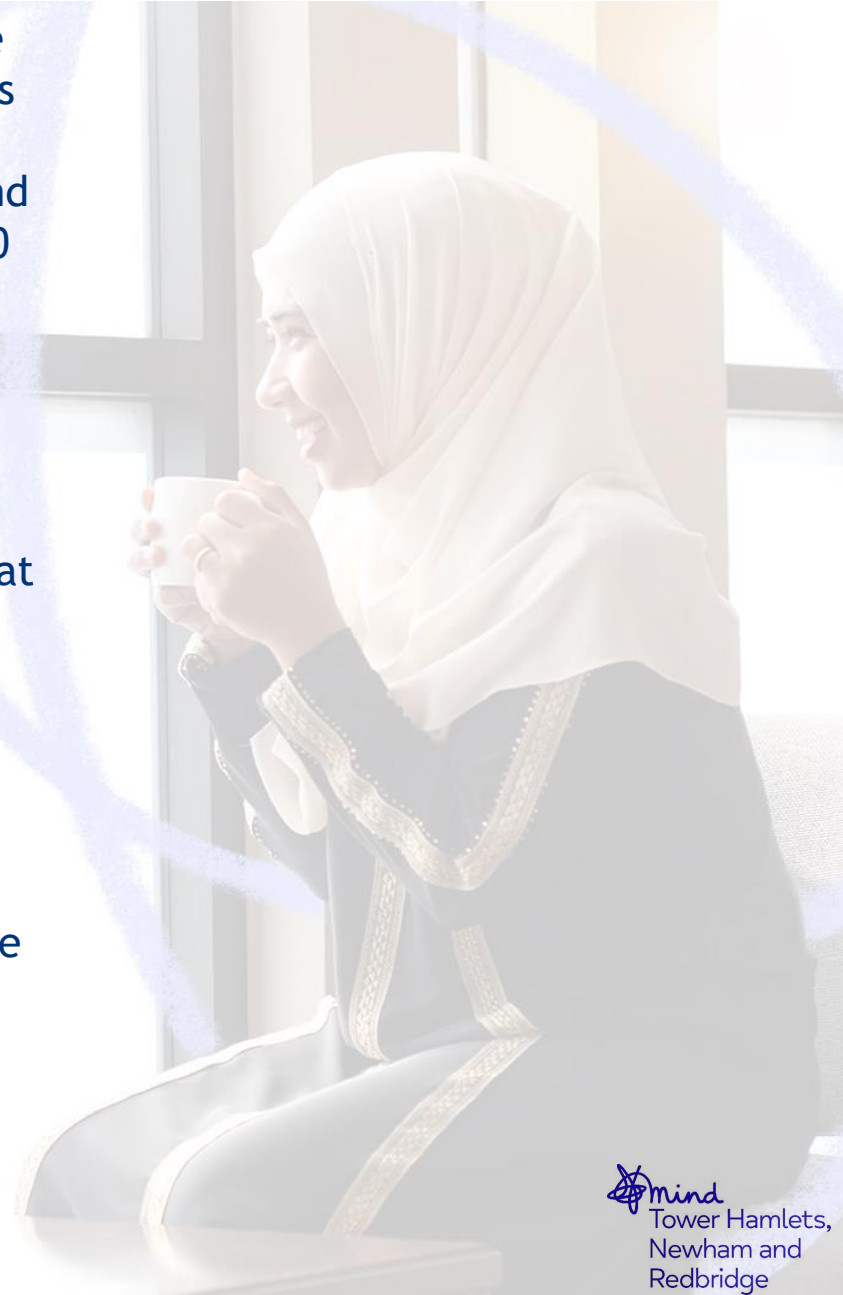
 **Mind**
Tower Hamlets,
Newham and
Redbridge

Mind in Tower Hamlets Newham and Redbridge

We're Mind in Tower Hamlets, Newham and Redbridge (MindTHNR), part of a network of over 100 local minds who tailor trusted mental health services to the community. MindTHNR has been delivering services and support for people living in our community for over 30 years.

We offer a variety of services included Mental Health Support, Well-being Groups, Talking Therapies, Employment Support, Advice and Information, as well as Advocacy services. We strive to provide services that adapt to the dynamic needs of our communities. We believe in collaborating with our communities in the production, design, and delivery of these services.

Our goal is to deliver inclusive services that are accessible to anyone who needs them and to ensure that no one has to face mental health issues alone. We are committed to meeting the diverse needs of our communities and actively advocate for addressing healthcare inequalities to ensure equitable access to services. As an anti-racist organisation, we are dedicated to promoting racial justice within mental health.



Vision, values, purpose and culture

Our Vision

Mind in Tower Hamlets, Newham and Redbridge has a vision of a society where people with mental health and emotional needs are accepted and included without fear of stigma and discrimination. We want to work towards a society where our clients' needs and ambitions are supported. We believe that everyone has the right to access comprehensive services which enable them to reach their full potential and to work towards their recovery.

Our Values

- **Openness**
We are committed to being open, honest and transparent in our work with clients. We strive to enable all communities to access our services.
- **Together**
We work collaboratively in partnership with people with personal experience of mental health and emotional needs to make sure our services are as effective as possible.
- **Responsive**
We tailor our support to the needs of each individual.
- **Independent**
We are an independent third-sector organisation and are fearless in our commitment to campaigning and influencing decision-makers on behalf of our client groups.
- **Unstoppable**
We will not stop campaigning for better mental health services and access for those who need it.

Our Purpose

- **We connect Minds**
We bring people together to make change in their communities.
- **We Support Minds**
We deliver life-changing support.
- **We Change Minds**
We speak out and demand better from policy-makers and the public. We are here to fight for mental health and wellbeing.

Our Culture

Our strength lies in the diversity of our staff and volunteers. Through a listening & learning journey we have taken time to educate ourselves. We are committed to anti-racist and anti-discriminatory practice. This allows us to continue to create the most supportive and culturally competent services for our community. We support each other and our partners, and together build spaces where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

Why work here...

Working somewhere you know you are making a positive impact to people's mental wellbeing is incredibly rewarding, but as a Mindful Employer we also want to make sure our benefits reflect our work and that we prioritise and support employees' wellbeing too. Some of the ways we do this is through;

Connection

We have regular social lunches, festivals and celebrations throughout the year, with both our staff and community members.

Flexibility; hybrid Working

We know that providing flexibility supports work life balance, enabling people to prioritise what's important to them around their working day. We have a hybrid working approach and people can work from home two days a week (pro-rated for part time employees)

Taking time away from work

We have a generous 28 days holiday entitlement, plus bank holidays (pro-rated for part time employees)

Beautiful working space (Open House)

When you are in, we have a beautiful open space in East London with an on-site café, where you can meet local community members and see our work in practice

Employee Assistance Programme (EAP) and OH support

You can access 24-hour support via our EAP and if you do need additional support in your role, or returning to work after a period of leave, we can get specialist recommendations from our external Occupational Health provider

Support through National Mind

While we are an independent charity (MindTHNR), we have lots of opportunities and resources available through National Mind



Eid Celebrations



*Open House 30th
Celebrations*

**MINDFUL
EMPLOYER**

The role

In 2024, Tower Hamlets received Trailblazer funding to develop and implement new models of community-based mental health care that integrate clinical and voluntary sector provision, in line with [The Community Mental Health Framework](#).

The Tower Hamlets Mental Health Alliance (THMHA) was formed two years ago to create a bold new community-based mental health support service for Tower Hamlets residents. THMHA consists of 18 Voluntary, Community, Faith, and Social Enterprise Sector (VCFSE) service providers that have come together in partnership. The primary criterion for membership is that the organisation either specialises in mental health support or has a significant and growing focus on mental health in its work. Mind in Tower Hamlets, Newham, and Redbridge is a member of this alliance.

Alongside THMHA members, Look Ahead, and East London Foundation Trust, we are implementing a new community-based, 24/7 mental health care system that prioritises the tailored needs of individuals facing mental health challenges. The goal is to provide support in a non-hospital setting, preventing the need for more intensive interventions in the future.

Your role will be to help deliver personalized interventions, helping individuals access the right services, by supporting them to set goals and offering guidance to help them achieve their goals and aspirations.



The role

Job title	Peer Worker - Barnsley Street Project
Reports to:	Co-Production and Community Engagement Coordinator
Salary	£27,007 per annum pro-rated for part time (increasing to £27,817.28 after probation)
Contract	Fixed Term until May 2026
Hours	15 - 22.5 hours per week
Direct reports:	N/A
Location	Tower Hamlets, Newham, and Redbridge. Our main office base is in Tower Hamlets (Open House, 13 Whitethorn Street, London, E3 4DA)
Hybrid working:	60% at Open House /on-site
Holiday	28 days + bank holidays (pro-rated to X)
Pension	8.5% combined pension contribution
Deadline to apply:	14th March 2025 at 09.00



Job Description - Responsibilities

- Use lived experience to deliver personalized interventions, helping individuals access the right services while promoting hope and positivity in line with the CHIME framework.
- Promptly escalate concerns or risks following agreed procedures, complete risk assessments, and respond to emergencies as needed.
- Support individuals in identifying goals, strengths, and support networks, offering guidance, encouragement, and follow-ups to help them achieve their aspirations.
- Provide practical advice, information, and signposting while addressing barriers, including accompanying clients to appointments when necessary.
- Collaborate with colleagues to embed Co-Production principles, ensuring service users are actively involved in shaping their support while maintaining culturally sensitive records.
- Participate in initiatives within the Barnsley Street Project and support the development of procedures and guidelines, and assist in improving peer support services.

Job Description - Person Specification

Essential; mission alignment

- An understanding of the mental health field and an awareness of the needs of those facing mental health challenges, particularly within Tower Hamlets, Newham and Redbridge
- A commitment to our anti-racist, anti-discriminatory and inclusive culture

Essential; skills and experience

- **Lived experience** - of mental health service use (statutory or 3rd sector), either as a service user or a carer
- **Supporting mental health needs** - Experience of working with clients with mental health needs and supporting them to achieve their goals and working with people that may be in crisis
- **Understanding our clients** - experience of working in multi-cultural communities
- **Record keeping** - Ability to maintain accurate records and to provide information required for monitoring
- **Organisational / Time management** - ability to manage multiple tasks, prioritise effectively, and maintain a high level of attention to detail.
- **Interpersonal skills** - ability to build and maintain strong relationships with all the key stakeholders across the service
- **Solution focussed** - ability to be able to take an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others
- **Self-awareness** - the ability to reflect on your own practice and take on feedback

Desirable;

- Understanding of Peer Support and Personal Recovery approaches
- Ability to support co-production of solutions alongside people with lived experience
- Experience using in Microsoft Office365 including (Outlook, Word, PowerPoint, Excel, Teams and SharePoint)

Application

Requirements for the role

- Right to work in the UK (unfortunately we cannot offer sponsorship)
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

To apply email your CV and responses to the following questions to maryan.nur@mindthnr.org.uk

1. What is your motivation to work for MindTHNR and what attracts you to this role specifically?
2. What relevant skills, knowledge and capability will you bring to MindTHNR?

It's important that you answer these questions fully, showcasing examples of your skills and experience (both professional and personal) relevant to the job description and person spec. We want to hear about your individual skills and experience, please avoid using AI software or tools. We appreciate they can help with formatting/giving structure, but if your answers to these questions are very similar to those put through AI software your application may be disregarded.

Deadline to apply: 14th April 2025

Interviews:

- First round: 22nd April 2025

Please let us know how we can make the recruitment process more accessible for you or if you would like us to send you the job pack in a different format by emailing the People team at laura.carreira@mindthnr.org.uk

