



# Independent Mental Health Advocate (IMHA)

Recruitment Pack  
May 2025

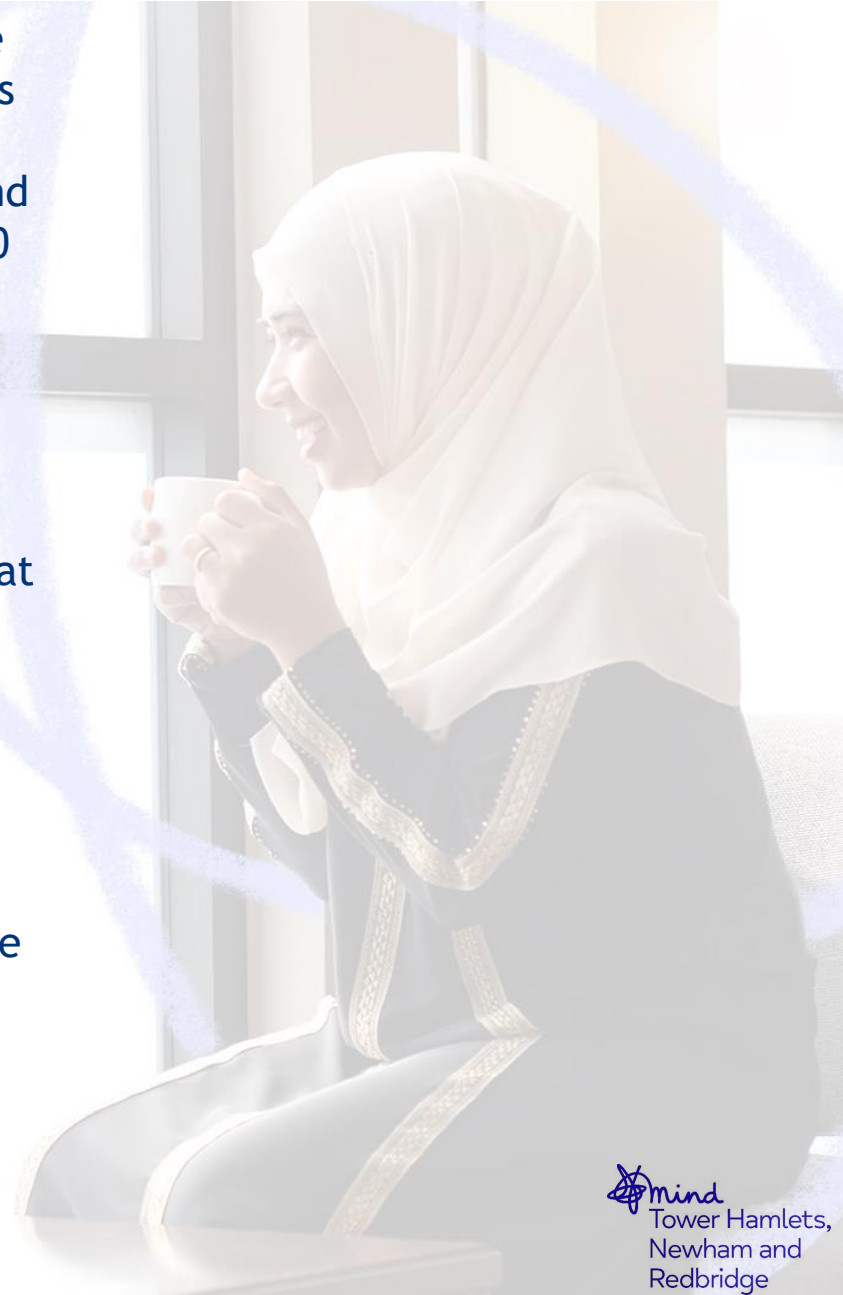
 **Mind**  
Tower Hamlets,  
Newham and  
Redbridge

# 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.



# Our vision, values and purpose

## 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 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 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.



# 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 flexibly around their work commitments*

## **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 30<sup>th</sup>  
Celebrations

**MINDFUL  
EMPLOYER**

# The role

|             |   |
|-------------|---|
| Job title   | Independent Mental Health Advocate (IMHA)   |
| Reports to: | Advocacy Service Manager  |
| Salary      | £16,625.90 without qualification - £18,290.40 if already qualified (increasing after probation)                                   |
| Contract    | Permanent   |
| Hours       | 22.5 per week   |
| Location    | Tower Hamlets, Newham, and Redbridge. Our main office base is in Tower Hamlets (Open House, 13 Whitethorn Street, London, E3 4DA) |
| Holiday     | 28 days + bank holidays (prorated for part time)  |
| Pension     | 8.5% combined pension contribution  |

**Deadline to apply:** 27<sup>th</sup> May at 09.00am

**Please note:** *As the role will be working in male psychiatric Intensive Care Unit (PICU) and acute ward, to best support those people on this particular occasion, we are actively encouraging applications from men.*



# Job Description - Responsibilities 1

In this role you will provide mental health statutory and non-statutory advocacy support, including non-instructed advocacy to eligible people living in Tower Hamlets. You will also provide generic Mental Health Advocacy to people living in Tower Hamlets and within a hospital setting and the community.

The advocacy services delivered may include but are not limited to those described in the Mental Health Act 2007, Mental Capacity Act 2005 and Human Rights Act 1998.

## Responsibilities

- To foster self-advocacy by empowering service users to understand their choices, express their views, and actively participate in decisions about their mental health.
- To support the integration of Independent Mental Health Advocacy and community advocacy within mental health services as part of the Advocacy team.
- To handle referrals in line with the service remit, ensuring client rights under relevant Acts are upheld through effective communication with referrers.
- Ensure clients' communication needs are assessed, their views and wishes are understood and represented, and they are kept informed of progress.
- Manage a caseload, providing service users with information and support on mental health and community care matters in various forums, including ward rounds, case conferences, and multidisciplinary teams.
- Encourage self-advocacy in all interactions with service users and advocate on their behalf when needed
- Attend CPA and professional meetings to support service users in effectively communicating their needs, securing their rights, and accessing necessary services.
- Ensure service users receive all necessary information to make informed care decisions and exercise their rights.

# Job Description - Responsibilities 2

## Responsibilities continued

- Provide information to service users about the roles and responsibilities of professionals involved in their care, such as psychiatrists, occupational therapists, and nursing staff.
- Collaborate with the Advocacy team to meet case working standards, monitoring requirements, and service goals within the service remit.
- In collaboration with the Advocacy team, ensure that the service meets the needs of Black and Minority Ethnic communities, considering gender, race, sexual orientation, culture, and language diversity. Foster and maintain effective partnerships with professionals across health, social services, and voluntary agencies to promote awareness and understanding of self-advocacy.
- Provide cover within the team and undertake additional minor or non-recurrent duties as needed.
- Provide information and guidance on mental health advocacy to voluntary organizations in Tower Hamlets, Newham, and Redbridge.
- Ensure compliance with MindTHNR's safer working, complaints, and safeguarding policies and procedures.
- Collaborate with the team to ensure services are inclusive, accessible, and meet the needs of Black and Minority Ethnic, LGBTQ+, and seldom heard communities.

# Job Description - Person Specification 1

## 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, knowledge and experience

- **IMHA Qualification** - if you do not have the qualification, you would still be eligible for the role, however you would be offered the lower salary
- **Advocacy Experience** - significant experience of providing advocacy in a forensic, in-patient or community setting
- **Mental Health Act** - Understanding of the main issues facing people experiencing mental health difficulties and individuals subject to the Mental Health Act
- **Principles of Advocacy** - clear understanding and experience of what this means in practice
- **Flexibility** - ability to work as part of a team and on your own initiative
- **Co-production** - proven ability to develop services for and with diverse groups and seldom heard communities.
- **Communication Skills** - ability to engage and communicate effectively with a diverse range of people who may be experiencing distress
- **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
- **Confidentiality and Discretion** - ability to handle sensitive information with the utmost confidentiality and discretion.