




# Advocacy Project Manager

Recruitment Pack  
July 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, culture and values

## 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 Culture

We are committed to anti-discriminatory practice. We know that those who are accessing our services are most likely to be impacted by systemic inequality, so it is integral that we are challenging, championing and proactively removing barriers in all aspects of our work.

Our strength lies in the diversity of our staff, volunteers and clients. This allows us to continue to create the most supportive and culturally competent services for our community. Together we build spaces where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

Through a listening & learning journey we have taken time to educate ourselves, we have made significant progress, however we know that there will always be work to do. Over the next three years we will set out a clear action plan to ensure that anti-discriminatory practice is embedded throughout our core five priorities areas. We will not stop developing, sharing and working on this culture and we take pride in our workforce and all they bring to MindTHNR.

## Our Values

- **People first** our staff and volunteers amplify the voices of those who need us most, to continue to meet changing mental health needs.
- **Integrity** we are open and transparent in all our work, and accountable to our clients, volunteers, staff, funders and partners.
- **Together** we believe the best outcomes come from working together. By sharing ideas, embracing new approaches, and valuing the voices of those with lived experience.
- **Inclusivity** we challenge barriers put up by the system and create spaces for people to be authentically themselves.
- **Compassionate** We believe everyone should be treated with compassion, so kindness and empathy sit at the heart of our trauma-informed approach.
- **Co-production** is at the heart of what we do, we ensure that people with lived experience of mental health shape our work.



# The role

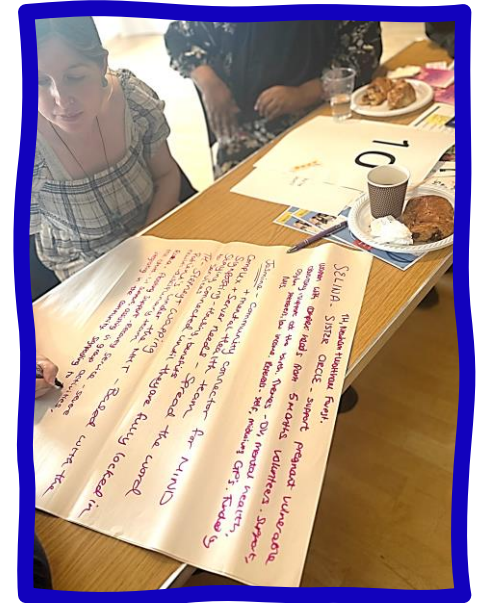
Job title	Advocacy Project Manager
Reports to:	Head of Service
Salary	£40,000 per annum (increasing following probation)
Contract	12 Month Fixed Term Contract (potential to go perm)
Hours	Full time 37.5 per week
Direct reports:	Independent Mental Health Advocates (3 - 4 people)
Location	Mile End Hospital, Tower Hamlets
Hybrid working:	Some flexibility to work from home 1 day a week - but due to the needs of the service this is a predominately on-site role
Holiday	28 days + bank holidays (prorated for part time)
Pension	8.5% combined pension contribution
<b>Deadline to apply:</b>	<b>28<sup>th</sup> July 2025</b>
Interviews	30 <sup>th</sup> July 2025



# The role

We're looking for a driven and compassionate Advocacy Project Manager to lead our Advocacy Service in Tower Hamlets - part of our wider work at Mind in Tower Hamlets, Newham and Redbridge.

In this key leadership role, you'll oversee a small, committed team of advocates, build collaborative partnerships across health, social care, and community settings, and ensure our service is inclusive, effective, and centred around the people who use it.



## What you'll do:

- Lead the day-to-day delivery of our Tower Hamlets Advocacy Service
- Support and supervise a team of skilled staff and volunteers
- Ensure we meet contract targets, KPIs and reporting requirements
- Embed anti-racist, trauma-informed, and co-produced approaches into everything we do
- Build and maintain strong relationships with commissioners and local partners
- Contribute to innovation, service development, and future funding bids



# Job Description - Responsibilities

## Service Delivery

- Provide strategic and day-to-day management of the Tower Hamlets Advocacy and IMHA Service.
- Ensure all contract targets, KPIs, and quality standards are met, including timely monitoring and reporting.
- Lead, supervise, and support advocacy staff and volunteers, ensuring a culture of care, respect, and continuous learning.
- Embed co-production and inclusive practice in all aspects of the service.
- Champion safeguarding and complaints handling in line with MindTHNR policies.
- Build and maintain strong partnerships with commissioners and local stakeholders.
- Contribute to service innovation, funding opportunities, and quality improvement.
- Provide operational cover when required and assist in staff recruitment and induction.

## Leadership and Team Management

- Coach, supervise and appraise a team of staff and volunteers.
- Coordinate staff delivery and schedules ensuring adequate cover.
- Proactively manage performance, absence, and staff wellbeing.
- Model and promote trauma-informed, anti-racist, and person-centred leadership.

## Operational and Partnership Working

- Maintain strong working relationships across health, social care, and community networks.
- Support innovation and collaborative working with commissioners and voluntary sector organisations.
- Ensure casework, safeguarding, and monitoring systems are followed consistently.
- Promote MindTHNR's values and commitment to inclusive, anti-discriminatory practice.

# 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 and experience

- National Advocacy Qualification
- Strong experience managing advocacy or mental health services.
- Knowledge of safeguarding, supervision, and team wellbeing practices.
- Track record in partnership building and stakeholder engagement.
- Strong leadership and team development skills.
- Excellent communication, reporting, and organisational skills.
- Commitment to equity, co-production, and anti-racism.
- Proficiency with Microsoft Office and self-servicing administration.

# Application

## Requirements for the role

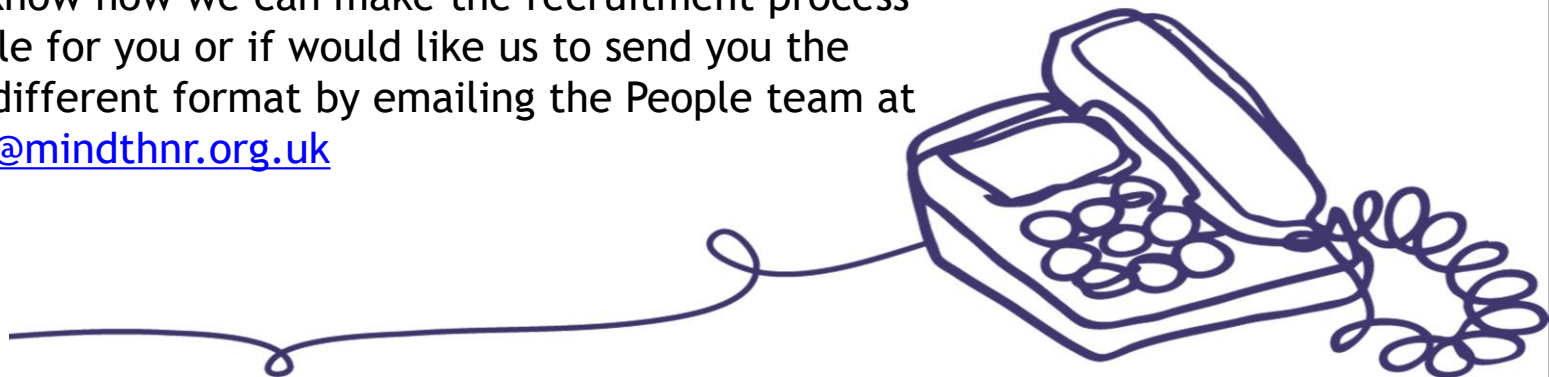
- Right to work in the UK (unfortunately we cannot offer sponsorship)
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

To apply please complete a supporting statement outlining how you meet the requirements of the person specification (maximum 2 sides of A4), and send along with your CV to Bernadette Keane (CEO) [Bernadette.keane@mindthnr.org.uk](mailto:Bernadette.keane@mindthnr.org.uk)

It's important that you showcase 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: 28<sup>th</sup> July 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](mailto:laura.carreira@mindthnr.org.uk)





# 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.*

## **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*



*All staff away day  
2025*