




Interim Recovery Worker

Recruitment Pack
December 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 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 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.

Our Benefits

Connection

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

External Counselling Service and OH support

You can access 24-hour support via our external counselling service and if you do need any additional support, we can get specialist recommendations from our external Occupational Health provider.

Pension

We offer a combined pension contribution of 8.5% (5.5% employee contribution and 3% employer contribution).

Shining Star Award

A quarterly peer-nominated recognition scheme celebrating achievements in line with our values - the winner gets an additional day off.

Blue Light Card and Tickets for Good

Employees can sign up for both schemes to access discounts (in stores and online) and for discounted (or free) tickets for shows and events.

Pictured: Eid Celebrations (top) and Open House 30th Birthday Celebrations (bottom)





Role Overview

Job title:	Interim Recovery Worker
Reports to:	Team Manager (1-2-1 Floating Support)
Salary:	£27,007.50 per annum (pro-rated for fixed-term contract)
Contract:	Fixed Term (6 months) with possibility for extension
Hours:	37.5 per week
Location:	Our main office is in Open House, 13 Whitethorn Street, London, E3 4DA
Hybrid working:	Predominantly face-to-face work is required for this role, but there will be some flexibility to work from home 1 day a week to support with administrative tasks.
Holiday:	28 days + bank holidays (pro rated for fixed-term contract)
Pension:	8.5% combined pension contribution
Deadline to apply:	12th January 2026 at 9:30am



The Role

Our Recovery Workers are an integral part of the 1-2-1 Floating Support service, which is an integrated, coordinated and holistic service aiming to support individuals with mental health needs within the community.

You will have a case load of clients to manage their health and wellbeing, maintain independence and identify strengths, goals and aspirations.

Your focus will be on reducing social isolation and building social networks of support, and signposting clients to local community resources. You will help the team in promoting an environment where service users are experts through their experience.

Job Description

Responsibilities

- Managing your client caseload and providing key worker support to those clients.
- Providing appropriate interventions to ensure individuals are appropriately supported to the right service and support at the right time.
- Supporting people with a positive and hopeful approach and in line with the CHIME framework for personal recovery.
- Carrying out, where appropriate, an initial meeting to facilitate service users' recovery journeys by supporting them in identifying their own personal goals based on their aspirations
- Supporting clients to identify their networks of support and strengths
- Offering advice, information, and signposting - offering wider opportunities for clients to connect and reach their goals
- Liaise with local community organisations and groups to identify opportunities for service users to be involved in the wider Tower Hamlets activities offered.
- Assist in the planning of our programme of events, activities, and Anti-Stigma activities across the organisation.

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 values, culture, and anti-discriminatory practice

Essential - Skills, Knowledge, and Experience

- Level 3 in Health and Social Care or equivalent
- Significant experience of using social care skills working face to face with the public, some of whom may present as emotionally upset or angry from time to time.
- Demonstrable experience of working in mental health services and 6 months of providing mental health/wellbeing services within a primary care setting.
- Ability to offer various pathway options and promote client autonomy and deliver the service as a standalone intervention, providing psycho-educational skills to enhance maintenance of wellbeing.
- Ability to work flexibly to meet the demands of the service (some occasional evening and weekend working may be required)
- Ability to work well within team and own initiative
- Experience of proactively utilising the wider Tower Hamlets offer and a good knowledge of both statutory and Non statutory services, promoting concepts of Social Inclusion, early intervention and recovery.
- Experience of managing and setting up events, activities, and training A demonstrable awareness and skills in safeguarding issues and safeguarding in practice

Person Specification

Essential - Skills, Knowledge, and Experience

- Significant experience in assessing clients for suitability and making appropriate referrals
- Knowledge of social care and the issues of supporting people with a range of mental health issues, including risk assessment.
- Excellent written and verbal skills
- Ability to motivate people to engage in self-help activities.
- Excellent interpersonal skills, with the ability to influence, negotiate and inspire
- Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities
- A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others.

Desirable – Skills, Knowledge and Experience

These are not a requirement for the role, but would be an added bonus for us if you had:

- Knowledge of the NICE guidelines, namely their Stepped Care Model
- Ability to speak a second language (Bengali, Somali, Polish, etc.)

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 peopleandculture@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 specification. We want to hear about your individual skills and experience, so 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: 12th January 2026 at 9:30am

Interviews: W/C 19th January 2026 (in-person)

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 peopleandculture@mindthnr.org.uk.

