




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.



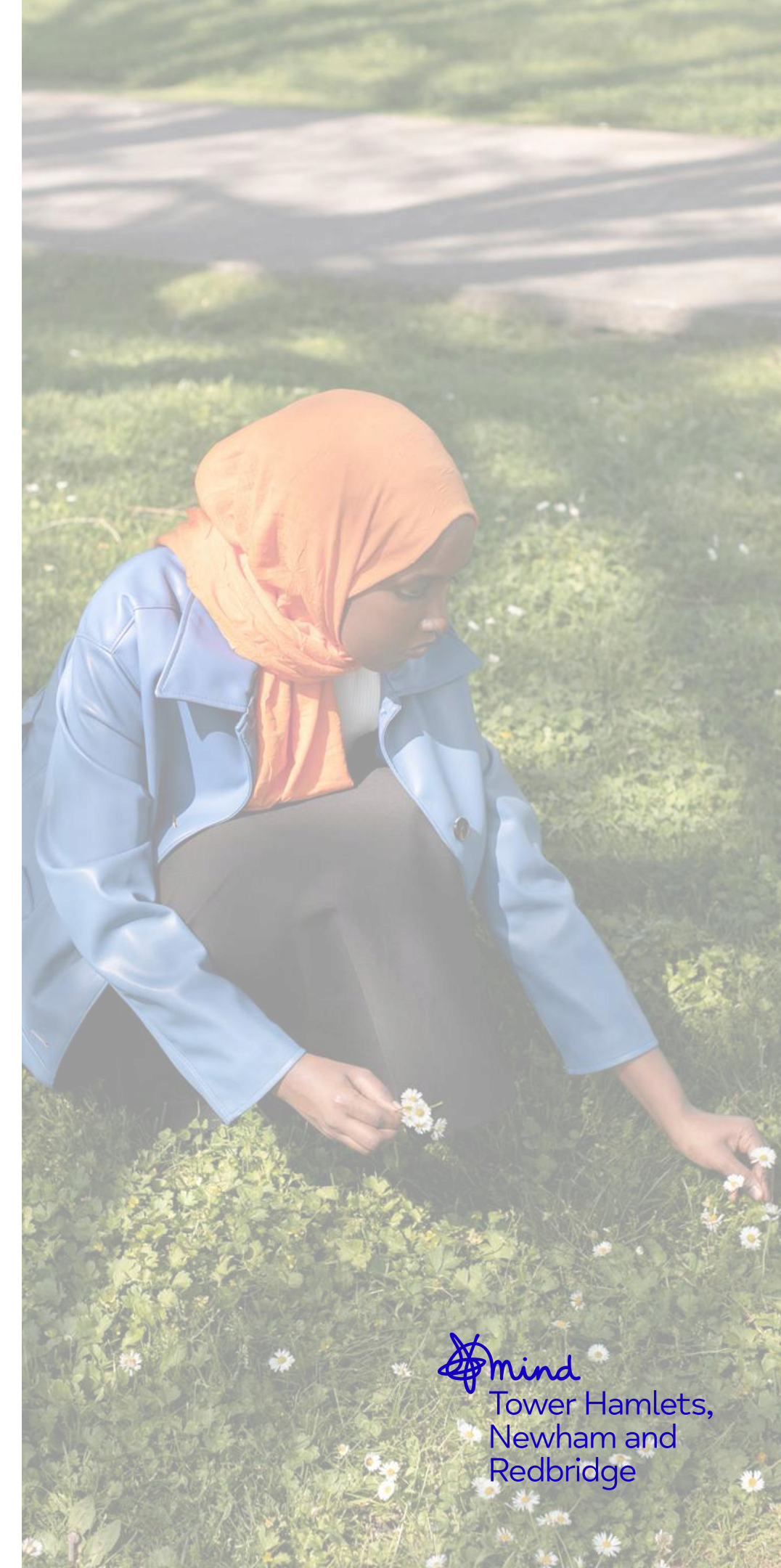
Newham Together Café

Newham Together Café offers a safe, welcoming space for adults (18+) (living in Newham or who are registered to a Newham Borough GP) who are experiencing or approaching a mental health crisis. The Café provides immediate, short-term support through 1:1 conversations, safety planning, wellness and recovery plans, and wellness and recovery plans. It also offers a range of activities and a quiet, low sensory space to cater for those who need it.

The service uses an asset-based approach, supporting clients to recognise their strengths and coping skills and helping them use these to reduce distress and improve wellbeing. The Café is co-produced with those who use it, and works in partnership with local voluntary, statutory, and community organisations to ensure it remains inclusive, non-stigmatising, and responsive to local needs.

Crisis cafes are a much-needed resource, they are intended to provide out of hours mental health support and aim to deliver the following key outcomes:

- Offering independent, respectful, and personalised support to clients.
- Helping those accessing the service to build self-management skills.
- Preventing the escalation of mental health problems and thereby avoiding a mental health crisis.
- Preventing unnecessary referrals to secondary mental health services, A&E departments, and other emergency and out-of-hours services.
- Raising awareness of mental health services to improve long-term mental health and reduce social isolation.



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 (Newham Together Café)
Reports to:	Senior Recovery Worker
Salary:	£27,007.50 per annum (pro-rated for part time)
Contract:	Fixed-Term (3 – 6 month contract)
Hours:	Variable schedule – Rota/Shifts Monday to Sunday (including evening, weekends and Bank Holidays). Our opening hours cover: <ul style="list-style-type: none">• 5PM - 8PM (Monday - Thursday)• 3PM - 8:30PM (Friday - Sunday)
Location:	Stratford Advice Arcade, 107-109 The Grove, E15 1HP
Holiday:	28 days + bank holidays (pro rated for part time)
Pension:	8.5% combined pension contribution
Deadline to apply:	Monday 15th December 2025 at 09.30am
Interviews:	TBC

We may shortlist applications on a rolling basis and invite candidates for interview before the deadline, so you are encouraged to apply early



The Role

This role supports the Newham Together Café in delivering out-of-hours support to adults experiencing or approaching a mental health crisis. You will provide short-term, person-centred support through 1:1 sessions, safety and recovery planning, and wellbeing activities, and by signposting to local services.

You will help create a safe space that promotes wellbeing, reduces isolation, and prevents escalation to emergency or statutory mental health services. The role also involves maintaining accurate records, building relationships with community partners, and contributing to the ongoing development of the service.

Job Description

Key Responsibilities

- To provide emotional support, crisis de-escalation and wellbeing interventions to clients.
- Create a welcoming, calm and warm environment for clients.
- Empowering clients to engage effectively in their liaisons with professionals within the community such as community mental health teams, social work teams, housing providers, health professionals, Job Centre Plus, etc. through personalised signposting and referrals.
- Working collaboratively with clients to understand their needs and developing flexible and realistic crisis support packages/person centred plans.
- Work flexibly and proactively as part of a team to ensure service coverage and that contractual obligations are met.
- Develop co-produced group interventions, peer support networks and other community-based approaches to empowering clients to achieve their goals and aspirations and to encourage service users to access these opportunities.
- Actively monitor the health, wellbeing, safety and security of the service and its clients, ensuring all concerns are followed up promptly and in line with procedures.

Person Specification

Essential - Skills, Knowledge and Experience

- Knowledge of issues affecting those individuals with a range of mental health conditions, including crisis management, how to communicate effectively with these individuals and how to support them with dignity and respect.
- Knowledge and understanding of safeguarding issues and ability to address them appropriately.
- Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations.
- An awareness and understanding of health and safety protocols and the ability to implement these in the work environment.
- Empathetic and non-judgmental approach.
- Understanding of the principles of trauma-informed care.
- Ability to work as part of a team, on own initiative and to oversee the induction of new peer staff and volunteers.
- Ability to work with statutory services, i.e. NHS at the front line.
- Technical proficiency (MS Word, Microsoft Teams, Outlook etc.)
- Good literacy and numeracy skills, able to produce clear written correspondence in hard copy or email.
- Demonstrable experience of working with individuals who have experienced mental health and/or dual diagnosis issues.
- Experience in managing challenging behaviour and dealing with clients with complex needs.
- Sound judgement and the ability to handle competing priorities and a challenging workload.
- Open to new ideas and able to adapt to the changing environment
- Strong negotiator and influencer.

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

Desirable

It is not essential that you have the following, but it would be a bonus for us if you also have;

- An understanding of the principles of recovery as an ethos and a range of recovery approaches
- Knowledge of relevant Mental Health legislation, i.e. Care Program Approach (CPA) processes

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 Josune.martin@mindthnr.org.uk and Edwin.Cannon@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.

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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.

