


A group of approximately 15 diverse women are gathered for a celebratory event. They are smiling and looking towards the camera. The background is decorated with a large arrangement of balloons in shades of green, gold, and white, along with large paper flowers. In the foreground, a table is set with a white tablecloth, a large white cake with pink and white frosting, and several white gift boxes. The overall atmosphere is festive and professional.

# Senior Employment Advisor

**Recruitment Pack**  
**June 2026**

 **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.

## Mental Health Day

As a mental health charity, we understand the importance of taking time to rest and recharge. Employees are entitled to 1 Mental health Day per year (pro-rated for part-time staff) to support their wellbeing.

## 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.





# Role Overview

<b>Job title:</b>	Senior Employment Advisor
<b>Reports to:</b>	Head of Services
<b>Salary:</b>	£34,738 per annum (increasing to £35,780 following probation)
<b>Contract:</b>	Permanent
<b>Hours:</b>	37.5 per week
<b>Direct Reports:</b>	Approximately 4-5 Employment Advisors
<b>Location:</b>	Our main office is in Open House, 13 Whitethorn Street, London, E3 4DA
<b>Hybrid working:</b>	60% at Open House/ co-locations
<b>Holiday:</b>	28 days + bank holidays
<b>Pension:</b>	8.5% combined pension contribution
<b>Deadline to apply:</b>	29 June 2026 at 10:00am



## The Role

The Senior Employment Advisor is responsible for **managing and supporting a team of Employment Advisors** who deliver structured employment support to clients engaged in NHS Talking Therapies.

Employment Advisors typically provide **6–8 sessions of tailored employment guidance**, which is fully integrated into the individual's therapeutic journey.

This integrated model ensures that clients receive coordinated support that addresses both their **mental health needs and barriers to employment**, helping them progress towards sustainable work outcomes at a pace aligned with their recovery

# Job Description

## Operational and Team Management

- Co-lead, along with another Senior Employment Advisor (SEA), the delivery of MindTHNR's Employment Advice service for adults accessing Tower Hamlets Talking Therapies (THTT).
- Working closely with THTT, monitor service demand and throughput to ensure KPIs are met and waiting lists are minimized.
- Provide line management support and supervision to a team of Employment Advisors (EAs).
- Ensure work is appropriately recorded across the service.
- Along with the other SEA, compile monitoring reports as required.
- Ensure effective case management across the service.
- Deliver workshops to clients in areas relevant to their needs, including wellbeing at work and finding work.
- Provide a service that is flexible in terms of session hours, enabling some sessions to take place outside of normal working hours (usually Wednesday evenings).
- Ensure that all records are completed on time, including questionnaires, reports and case notes.

## Employment Support and Advice

- Maintain a reduced caseload of clients, providing one-to-one advice and guidance.
- Carry out initial assessments and co-produce action plans identifying clients' aspirations and barriers.
- Coach and mentor clients and offer a range of employment support interventions that will support them to find, retain or return to work.

This includes developing CVs, and supporting with job search and interviews.

- Work closely with employers to support clients to remain in their jobs, including by advocating for and negotiating reasonable adjustments at the workplace.

# Job Description

## Employment Support and Advice

- Provide one-to-one support to clients to enable them to return to work after long-term sickness absence and other reasons.
- Work closely with local employment law professionals and trade unions to offer clients and their employers information about employment rights and responsibilities.

## Partnership Work

- Advocate on behalf of clients with prospective employers, aiming to identify work solutions to overcome or minimise difficulties within the workplace.
- Work closely with local agencies such as the Jobcentre, recruitment consultancies and employers to support clients into work.
- Develop in-depth knowledge of the local labour market to identify employment opportunities.
- Develop knowledge of local support options, including specialist schemes to help with retaining or finding employment.
- Signpost and refer clients, where necessary, to other services and agencies to support with benefits or other needs as presented.
- Where appropriate, work collaboratively with other agencies the client is already being supported by to deliver an effective support service.
- Work in an integrated way with the THTT clinical team to demonstrate a seamless service to the client, being familiar with models of good practice, e.g. the Supported Employment Quality Framework.
- Visit / work from one of the Employment Advice co-locations at least once a week.
- Lead on and deliver service presentations to key stakeholders and partners.

# Job Description

## Administration/General

- Ensure effective communication, planning and workload management.
- Actively participate in supervision, appraisal, and ongoing professional development.
- Keep up to date knowledge of relevant legislation.
- Comply with all organisational policies and procedures, including safeguarding, health and safety, confidentiality and data protection.
- Promote equality, diversity and inclusion, and treat all colleagues, service users and stakeholders with dignity and respect.
- Promote MindTHNR's values, vision and mission.
- Follow reasonable management instruction and contribute to the effective operation of the service.
- Undertake any other duties commensurate with the role as may reasonably be required.
- Work flexibly, including evenings where required (currently Wednesday evenings).

## People and Culture

- Provide excellent line management and clear expectations of your teams, ensuring you communicate in a way which recognises difference and promotes inclusion, ensuring individual communication needs are met.
- Ensure that staff feel empowered, engaged, and supported to participate in personal development, continuing professional development (CPD), training opportunities, E-learning, staff meetings, supervisions, and Away Days
- Keep up to date with evidence-based interventions to support people with common mental health problems to remain in, return to, and gain work, and provide training and presentations to staff and key stakeholders where appropriate
- Organise and chair service development steering groups and partner pilot groups where appropriate

# Person Specification

## 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

## Qualification

- NVQ Level 4 in Advice and Guidance or equivalent experience.

## Experience

- Significant experience in line management of Employment Advisors or equivalent.
- Demonstrable experience of working within a multi-disciplinary team and establishing good working relationships.
- Experience of engaging and working with employers in supporting people to gain and retain employment.
- Substantial experience of providing one-to-one supervision and caseload management to Employment Advisors
- Experience of motivating a team of staff.
- Experience of workshops that focus on job-searching, finding work and in-work support.

## Knowledge

- Proficient in IT systems with the ability to record client case work.
- Knowledge of primary care mental health services, particularly NHS Talking Therapies.
- Understanding of the challenges faced by employers when supporting employees with common mental health difficulties.

# Person Specification

## Knowledge

- Knowledge and awareness of the impact of mental health issues on individuals.
- Extensive working knowledge of community and national resources.

## Abilities and Skills

- Ability to work well under pressure and deal with conflicting demands and plan, prioritise and manage deadlines and workloads.
- Ability to provide one-to-one person-centred employment advice.
- Excellent communication skills, oral and written.
- Ability to use and adapt systems, tools, templates and promotional material using a variety of media.

## General

- An understanding of and commitment to safeguarding and best practice.
- A respect for difference and an understanding of and commitment to anti-discriminatory practice.
- The ability to work independently as well as within a team and foster good working relationships.

# Application

## Requirements for the Role

- Any offer of employment will be conditional upon satisfactory pre-employment checks, including references, right to work in the UK (unfortunately, we are unable to offer sponsorship for this role), and an Enhanced DBS check.
- This role is exempt from the Rehabilitation of Offenders Act 1974

To apply, email your completed application form to [peopleandculture@mindthnr.org.uk](mailto:peopleandculture@mindthnr.org.uk)

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.

We are committed to equality, diversity and inclusion, and welcome applications from people of all backgrounds, particularly those with lived experience that can bring valuable insight to our work.

**Deadline to apply: 29 June 2026 at 10:00am**

**Interviews:** W/C 6<sup>th</sup> July 2026

We are committed to inclusive and accessible recruitment and will provide reasonable adjustments throughout the recruitment process where needed. 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](mailto:peopleandculture@mindthnr.org.uk).

