



Peer Worker (Barnsley Street)

Recruitment Pack
July 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

Job title:	Peer Worker (Barnsley Street)
Reports to:	Co-production & Community Engagement Coordinator
Salary:	£28,860 per annum (pro-rated for part-time to £17,316)
Contract:	Fixed term contract until March 2027 (potential for extension subject to funding)
Hours:	22.5 per week
Location:	Main base will be Barnsley Street Neighbourhood Mental Health Centre, 53-55 Barnsley Street, London E1 5RB. Occasional visits to our main office at Open House, 13 Whitethorn Street, London, E3 4DA, and other community spaces.
Holiday:	28 days + bank holidays (pro rated for part time)
Pension:	8.5% combined pension contribution
Deadline to apply:	27 July 2026 at 10:00am



The Role

Alongside East London Foundation Trust, Look Ahead, and other members of the Tower Hamlets Mental Health Alliance, we launched a new service in July 2025 called Barnsley Street Neighbourhood Mental Health Centre, based in Bethnal Green.

Barnsley Street offers holistic person-centred mental health support offered by a broad multi-disciplinary team including psychiatrists, nurses, occupational therapists, psychologists, social workers, support workers, peer workers and other community workers in specialist areas including employment, domestic abuse and others. The service also has guest beds for people who need extra support with their mental health and would benefit from a short stay in a supportive community-based environment or are transitioning back to the community after a stay in hospital.

Your role will be to deliver personalised interventions, helping individuals access the right services, supporting them to set goals, and offering guidance to help them achieve their aspirations. You will be working as part of a large diverse team representing a variety of organisations. Lived experience of mental illness is essential to the role for meaningfully connecting with clients and sharing your understanding of recovery.

Job Description

Peer Support

- Use lived experience to deliver personalised interventions, helping individuals access the right services while promoting hope and positivity in line with the CHIME framework.
- Support individuals in identifying goals, strengths, and support networks, offering guidance, encouragement, and follow-ups to help them achieve their aspirations.
- Provide practical advice, information, and signposting while addressing barriers, including accompanying clients to appointments when necessary.
- Promptly escalate concerns or risks following agreed procedures, complete risk assessments, and respond to emergencies as needed.

Co-production

- Collaborate with colleagues to embed co-production principles, ensuring service users are actively involved in shaping their support while maintaining culturally sensitive records.

General

- Attend appropriate internal and external training courses, e-learning, supervision, staff team meetings and away days
- Participate in initiatives within the Barnsley Street Project to support the development of procedures and guidelines, and assist in improving peer support services.

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

- Lived experience of mental health service use (statutory or 3rd sector), either as a client or a carer
- Supporting mental health needs – experience of working with clients with mental health needs and supporting them to achieve their goals and working with people that may be in crisis
- Understanding our clients – experience of working in multi-cultural communities
- Understanding of Peer Support and Personal Recovery approaches
- Record keeping - ability to maintain accurate records and to provide information required for monitoring
- 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
- Solution-focused - ability to be able to take an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others
- Self-awareness – the ability to reflect on your own practice and take on feedback

Desirable – Skills, Knowledge and Experience

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

- Ability to support co-production of solutions alongside people with lived experience
- Experience using in Microsoft Office365 including (Outlook, Word, PowerPoint, Excel, Teams and SharePoint)

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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.

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: 27 July 2026 at 10:00am

Interviews: w/c 3 August 2026

We are committed to inclusive and accessible recruitment and will provide reasonable adjustments throughout the process where needed. Please let us know how we can make the recruitment process more accessible to you by emailing peopleandculture@mindthnr.org.uk.

