|  |  |
| --- | --- |
| DWP Bid Unique Identifier |  |
|  |  |
| Job Placement title | **Administrative Assistant, Tower Hamlets Talking Therapies Service (IAPT) and Newham IAPT Counselling Services** |

|  |
| --- |
| Job Placement summary |
| **Job Title:** Kickstart -  **Hours:** 21 hrs pw plus 7 hrs study day  **Remuneration:** This post is remunerated at the Kickstart hourly rate, which is the national minimum wage or the national living wage, depending on the age of the person appointed.  **Accountable to:** Operations Director, Employment Services  **Supervision by:** Coordinator, Newham Bereavement Services  **Location:** NBS office, Newham E13 9EX, andOpen House, 13 Whitethorn Street, London E3 4DA  **Term:**  6 months  **About Mind in Tower Hamlets and Newham**  We are a local, registered charity affiliated to national Mind. The organization supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.  To provide project administrative support to Tower Hamlets IAPT Service based at Open House (Tower Hamlets) and Newham Talking Therapies:     * Take messages for the service staff and pass on as appropriate * Input client information into the appropriate database(s) * Record the appointments in the counsellors’ diaries and confirm client appointments by email or letter. * Take messages for counsellors and pass on as appropriate * Contact clients on the waiting list by phone to establish availability for counselling * Maintain accurate and confidential records of client data * Record client appointments in the diary * Confirm client appointments by letter/email   **Person Specification**   |  |  |  | | --- | --- | --- | | **Experience** | | | |  | Experience of working in an office environment | **D** | |  | Experience of providing administrative support either in a health or social care setting | **D** | |  | Experience of using IT systems | **E** | |  | Experience of implementing administrative policies and procedures in a busy environment | D | | **Knowledge** | | | |  | Good knowledge of Microsoft Office, Word, Outlook, Excel, Publisher | **E** | |  | Understanding of mental health issues or a willingness to learn | **E** | | **Abilities & Skills** | | | |  | Excellent written and verbal communication skills | **E** | |  | Good telephone manner, remaining helpful and calm at all times | **E** | |  | Ability to organize, prioritize and plan own workload | **E** | |  | Ability to pay attention to detail | **E** | |  | Excellent Interpersonal skills | **E** | |  | Ability to work under pressure | **E** | |  | Ability to access relevant signposting information | **E** | |  | Friendliness and approachability | **E** | |  | Flexibility and willingness to work as part of a team | **E** | |  | Polite and courteous | **E** | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Essential skills, experience and qualifications | |  | | --- | | Good knowledge of Microsoft Office, Word, Outlook, Excel, Publisher | | Understanding of mental health issues or a willingness to learn | |  | | Excellent written and verbal communication skills | | Good telephone manner, remaining helpful and calm at all times | | Ability to organize, prioritize and plan own workload | | Ability to pay attention to detail | | Excellent Interpersonal skills | | Ability to work under pressure | | Ability to access relevant signposting information | | Friendliness and approachability | | Flexibility and willingness to work as part of a team | | Polite and courteous | |
|  |  |
| Job category (DWP use only) | **Administrative Assistant, Tower Hamlets Talking Therapies Service (IAPT) and Newham IAPT Counselling Services** |
|  |  |
| Number of hours per week | Please insert information here |
|  |  |
| Working pattern and contracted hours (including any shift patterns) | 4 days per week , plus additional training day - working pattern 09:30-5:00 |
|  |  |
| Hourly rate of pay | This post is remunerated at the Kickstart hourly rate, which is the national minimum wage or the national living wage, depending on the age of the person appointed. |

|  |
| --- |
| Details of employability support (training opportunities/mentor) |
| **Will you be providing your own training including employability training?**  MiTHN will be providing the below training:    **Package 2:**  E-learning Employability training, covering:   * Goal setting * Workplace behaviour and culture * Creating a personal budget * Challenges, opportunities and managing expectations in the new economy * Exploring career options * Understanding the job search process * Social media and developing a personal brand * Developing and tailoring a CV * Writing a cover letter * Writing a personal statement * Interview skills |

|  |  |
| --- | --- |
| Company name | Mind in Tower Hamlets and Newham |
|  |  |
| Closing date for applications |  |

|  |
| --- |
| Using the table on the next page please provide details for each Job Placement by location. |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Employer Job Placement reference (where applicable) | Job Placement location and address (including post code) | Contact details for the Job Placement  Name  Email address  Telephone | How to apply for the Job Placement | Number of Job Placements at location | Maximum number of referrals per Job Placement | Is public transport available? Yes/ No/ Don't know | Anticipated start date/s (if known) |
| Leave blank | 13, Whitethorn St, London E3 4DA | Edmund Glynn  020 7510 1081 | Leave blank | Leave blank | Leave blank | Leave blank | Leave blank |