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| DWP Bid Unique Identifier |  |
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| Job Placement title | Employment Service Support Assistant  |

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| Job Placement summary |
| **Job Title:** Supported Employment Services Support Assistant**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, Employment Advice Services/ IPS Service Manager**Location:** 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. The Support Assistant plays a key role in the Supported Employment Services. Working together with the team, the post holder will be responsible for supporting the promotion of the service to employers, referral agencies and service user groups, reviewing messages and supporting administrative processes in the service. You will deal with enquiries over the telephone and face to face, providing information on our services to the public and clients. You will also support the team to research and publish employment opportunities bulletins, to identify vacancies locally, follow up with employer leads, and promote the Employment Connection online mapping service across the boroughs. * All employees of Mind in Tower Hamlets and Newham are expected to respect the rights of clients’ privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.
* Prepare and serve hot and cold beverages, and light snacks.
* Ensure the café area is kept clean, and standards of food hygiene are maintained.
* Provide a warm welcome to visitors and clients who visit Open House and want to use the café area.Provide information and support to people to access Mind in Tower Hamlets and Newham’s (and other mental health) services. Provide a service that is based on sensitivity and respect for clients.Maintain confidentiality regarding clients and their contact with Mind in Tower Hamlets and Newham.

**Person Specification**

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| **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** |

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| Essential skills, experience and qualifications | Experience of working in an office environmentExperience of using IT systems Good knowledge of Microsoft Office, Word, Outlook, Excel, PublisherUnderstanding of employment issues faced by people with mental health problems or a willingness to learn Ability to cold call employers and other organizationsExcellent written and verbal communication skillsGood telephone manner, remaining helpful and calm at all timesAbility to organise, prioritise and plan own workloadAbility to pay attention to detailExcellent Interpersonal skillsAbility to work under pressureAbility to access relevant signposting informationFriendliness and approachabilityFlexibility and willingness to work as part of a teamPolite and professional approach.  |
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| Job category (DWP use only) | Supported Employment Services Support Assistant  |
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| Number of hours per week | Please insert information here |
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| Working pattern and contracted hours (including any shift patterns) | 4 days per week, plus additional training day - working pattern 09:30-5:00  |
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| 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.  |

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

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

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| Employer Job Placement reference (where applicable) | Job Placement location and address (including post code) | Contact details for the Job PlacementNameEmail addressTelephone | 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 |