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| DWP Bid Unique Identifier |  |
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| Job Placement title | Newham Bereavement Counselling Service Support Assistant  |

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| Job Placement summary |
| **Job Title:** Kickstart Newham Bereavement Counselling Service 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, Newham Bereavement Services**Location:** 655, Barking Road, London E13 9EX**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 the Newham Bereavement Service * 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**

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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** |

**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 |

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| 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 |
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| Polite and courteous  |

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| Job category (DWP use only) | Newham Bereavement Counselling Service 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 |  tbd |

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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 |