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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**   |  |  |  | | --- | --- | --- | | **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**   |  |  |  | | --- | --- | --- | | **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 | |  | | --- | | 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 | |
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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 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 |