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| DWP Bid Unique Identifier |  |
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| Job Placement title | Advocacy Assistant  |

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| Job Placement summary |
| **Job Title:** Advocacy 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/ IPSD 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 Advocacy Service. Working together with the team, the post holder will be responsible for managing calls coming into the service, reviewing voicemail messages and will provide a warm welcome to visitors and clients. You will deal with enquiries over the telephone and face to face, providing information on our services to the general public and clients. You will also provide some administrative support to the Advocacy Staff by taking messages, completing referral forms and entering new referrals on to the database. You will also support the team to follow up with outcome monitoring and ensuring that information about our service is promoted throughout the Borough.In addition to this, you will provide support in the role of second advocate when meeting with clients in addition to holding a small client list, which you will be supported to advocate for.**Duties** * Ensure that the Advocacy Service is operational by 09.30 am each day to receive callers

* Provide information on Mind in Tower Hamlets and Newham’s Advocacy services to clients and the general public from a diverse range of backgrounds and cultures over the telephone and face to face
* Answer telephone calls, screen and direct as appropriate
* Take information from caller if they are a new referral to the service and hand over to the advocacy coordinators to take on
* Take and pass on telephone messages as necessary
* Provide support at community client meetings in the role as second advocate
* Hold a small client list and support with basic advocacy requests, mentored throughout the process
* 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 in a health or social care settingExperience of using IT systems Demonstrable experience of implementing administrative policies and procedures in a busy environmentGood knowledge of Microsoft Office, Word, Outlook, Excel, PublisherUnderstanding of mental health issues or a willingness to learn Ability to work towards an advocacy qualificationExcellent 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 courteous  |
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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 |