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JOB ADVERT

**Advocacy Support Officer**

**Job Title:** Advocacy Support Officer

**Accountable to:** CEO

**Responsible to:** Advocacy Service Coordinator, who reports to the Operational Director for Advocacy

**Working hours:** Part time 22.5 hours per week across 3 days

**Contract Term:** Post is funded until 31 October 2026

**Salary:** NJC SCP 5 -10, currently £25,214 - £27,259 per annum inclusive of Inner London Weighting. Based on NJC Scp 5 at 22.5hrs is £15,128.40 pa (Inc ILW)

**Location:** Mile End Hospital, London E1

**Contract Term:** Until October 2026

**Closing Date:** 22nd January 2024

**Interviews:**  31st January 2024

**Overview**

Mind in Tower Hamlets, Newham and Redbridge are looking to recruit an Advocacy Support Officer who will be based at Mile End Hospital and will play a key role as part of the Tower Hamlets Independent Mental Health Advocacy Service.

The successful candidate will be an experienced administrator and will be able to demonstrate that they have the relevant skills and experience.

With the ability to work as part of a team and on your own initiative prioritising and managing your own workload, you will possess excellent organisational and communication skills with the ability to communicate with professionals, residents and a wide range of people who may be distressed.

You will deal with enquiries over the telephone and face to face, providing information on our services to the general public and clients and provide some administrative support to the advocacy staff. This will include completing referral forms and uploading relevant information onto our database and support the team to follow up with outcome monitoring and ensuring that information about our service is promoted throughout the London Borough of Tower Hamlets.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

The benefits of working for the organisation include 28 days plus bank holidays pro rata, Development and Growth opportunities, Company Pension Scheme and an Employee Assistance Programme.

This post is subject to an enhanced Disclosure Barring Service check and Right to Work Checks.

As an anti-racist, anti-discriminatory and inclusive organisation, we strongly welcome applications from all sectors of the community.

Please refer to the job description and person specification for more information about this role.

To apply please send your CV together with a cover letter stating why you wish to apply and how you meet the role requirements and email to recruitment@mindthnr.org.uk