



# Navigator

Recruitment Pack  
April 2025

 **Mind**  
Tower Hamlets,  
Newham and  
Redbridge

# Mind in Tower Hamlets Newham and Redbridge

We're Mind in Tower Hamlets, Newham and Redbridge (MindTHNR), part of a network of over 100 local minds who tailor trusted mental health services to the community. MindTHNR has been delivering services and support for people living in our community for over 30 years.

We offer a variety of services included Mental Health Support, Well-being Groups, Talking Therapies, Employment Support, Advice and Information, as well as Advocacy services. We strive to provide services that adapt to the dynamic needs of our communities. We believe in collaborating with our communities in the production, design, and delivery of these services.

Our goal is to deliver inclusive services that are accessible to anyone who needs them and to ensure that no one has to face mental health issues alone. We are committed to meeting the diverse needs of our communities and actively advocate for addressing healthcare inequalities to ensure equitable access to services. As an anti-racist organisation, we are dedicated to promoting racial justice within mental health.



# Vision, values, purpose and culture

## Our Vision

Mind in Tower Hamlets, Newham and Redbridge has a vision of a society where people with mental health and emotional needs are accepted and included without fear of stigma and discrimination. We want to work towards a society where our clients' needs and ambitions are supported. We believe that everyone has the right to access comprehensive services which enable them to reach their full potential and to work towards their recovery.

## Our Values

- **Openness**  
We are committed to being open, honest and transparent in our work with clients. We strive to enable all communities to access our services.
- **Together**  
We work collaboratively in partnership with people with personal experience of mental health and emotional needs to make sure our services are as effective as possible.
- **Responsive**  
We tailor our support to the needs of each individual.
- **Independent**  
We are an independent third-sector organisation and are fearless in our commitment to campaigning and influencing decision-makers on behalf of our client groups.
- **Unstoppable**  
We will not stop campaigning for better mental health services and access for those who need it.

## Our Purpose

- **We connect Minds**  
We bring people together to make change in their communities.
- **We Support Minds**  
We deliver life-changing support.
- **We Change Minds**  
We speak out and demand better from policy-makers and the public. We are here to fight for mental health and wellbeing.

## Our Culture

Our strength lies in the diversity of our staff and volunteers. Through a listening & learning journey we have taken time to educate ourselves. We are committed to anti-racist and anti-discriminatory practice. This allows us to continue to create the most supportive and culturally competent services for our community. We support each other and our partners, and together build spaces where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

# Why work here...

Working somewhere you know you are making a positive impact to people's mental wellbeing is incredibly rewarding, but as a Mindful Employer we also want to make sure our benefits reflect our work and that we prioritise and support employees' wellbeing too. Some of the ways we do this is through;

## **Connection**

*We have regular social lunches, festivals and celebrations throughout the year, with both our staff and community members.*

## **Flexibility; hybrid Working**

*We know that providing flexibility supports work life balance, enabling people to prioritise what's important to them around their working day. We have a hybrid working approach and people can work from home two days a week (pro-rated for part time employees)*

## **Taking time away from work**

*We have a generous 28 days holiday entitlement, plus bank holidays (pro-rated for part time employees)*

## **Beautiful working space (Open House)**

*When you are in, we have a beautiful open space in East London with an on-site café, where you can meet local community members and see our work in practice*

## **Employee Assistance Programme (EAP) and OH support**

*You can access 24-hour support via our EAP and if you do need additional support in your role, or returning to work after a period of leave, we can get specialist recommendations from our external Occupational Health provider*

## **Support through National Mind**

*While we are an independent charity (MindTHNR), we have lots of opportunities and resources available through National Mind*



Eid Celebrations



Open House 30<sup>th</sup>  
Celebrations

**MINDFUL  
EMPLOYER**

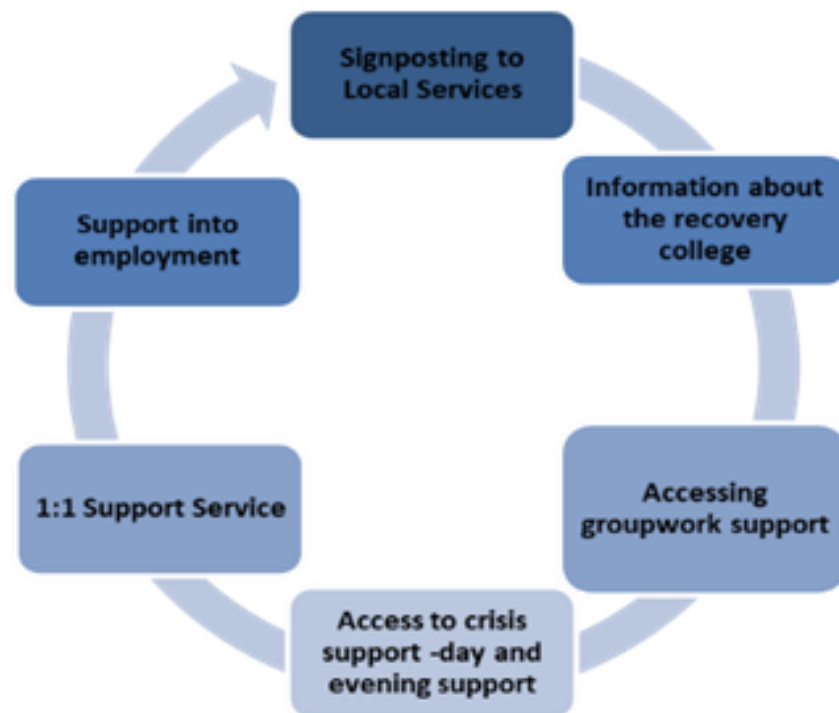
 **mind**  
Tower Hamlets,  
Newham and  
Redbridge

# The Service

We have been commissioned to provide a Navigation Service offering up-to-date information on wellbeing and recovery resources for clients, carers, clinical professionals, and colleagues.

This service helps individuals access the wider recovery and wellbeing system, extending beyond commissioned services.

As part of the broader Recovery and Wellbeing Service, the Navigation Service integrates seamlessly with Working Well Trust's employment support and ELFT's Recovery College under a unified governance structure. Designed as the first point of contact, this model ensures that individuals receive the “right support at the right time.”



# The Role

Navigators are the first point of contact into the Recovery and wellbeing pathway in the Recovery and Wellbeing Service.

Our Navigators signpost people to services within the borough that are tailored to their goals, needs and aspirations. Service users may be provided with information and advice or be signposted internally and/or externally. Follow up calls are made to service users to ensure signposted services have been accessed. The Navigators also support people who may need support in small steps towards connecting with resources and opportunities available.

If you are passionate about providing support to individuals are dedicated to promoting mental health awareness, we would love to hear from you.



# The role

Job title	Navigator
Reports to:	Advice and Engagement Coordinator
Salary	£27,007 per annum inclusive of London Weighting (pro-rated for part time)
Contract	Permanent
Hours	37.5 per week
Direct reports:	N/A
Location	Tower Hamlets, Newham, and Redbridge. Our main office base is in Tower Hamlets (Open House, 13 Whitethorn Street, London, E3 4DA)
Holiday	28 days + bank holidays (prorated for part time)
Pension	8.5% combined pension contribution
<b>Deadline to apply:</b>	<b>Tuesday 6<sup>th</sup> May 2025 at 09.00am</b>
Interviews:	Monday 12 <sup>th</sup> May (firsts online) Friday 19 <sup>th</sup> May (seconds in person)



# Job Description - Responsibilities 1

- Support individuals with a positive and hopeful approach, using tools such as health coaching, CHIME, motivational interviewing, and Dialog+ to identify and overcome barriers while monitoring progress effectively.
- Facilitate initial meetings to help service users identify personal goals aligned with their aspirations and recovery journeys.
- Assist service users in identifying their support networks and strengths to foster resilience and empowerment.
- Regularly follow up on progress, providing encouragement and practical support to overcome challenges and achieve goals.
- Conduct and understand risk assessments and adhere to procedures to ensure the safety and wellbeing of service users.
- Escalate concerns or risks promptly in line with agreed procedures, addressing immediate safety concerns effectively.
- Provide advice, information, and signposting to help service users connect with broader opportunities that align with their goals.
- Build connections with local community organisations to identify activities and initiatives for client participation, promoting community inclusion.
- Assist the Coproduction Coordinator in organising events, workshops, and anti-stigma activities that address themes important to individuals living with mental health challenges in Tower Hamlets.



# Job Description - Person Specification 1

## Essential; mission alignment

- An understanding of the mental health field and an awareness of the needs of those facing mental health challenges, particularly within Tower Hamlets, Newham and Redbridge
- A commitment to our anti-racist, anti-discriminatory and inclusive culture

## Essential; skills and experience

- Level 3 in Health and Social Care or equivalent
- Significant experience of using social care skills working face to face with the public, some of whom may present as emotionally upset or angry from time to time.
- Demonstrable experience of working in mental health services and 6 months of providing mental health/wellbeing services within a primary care setting.
- Ability to offer various pathway options and promote client autonomy and deliver the service as a standalone intervention, providing psycho-educational skills to enhance maintenance of wellbeing.
- Ability to work flexibly to meet the demands of the service (some occasional evening and weekend working may be required)
- Ability to work well within team and own initiative.
- Experience of proactively utilising the wider Tower Hamlets offer and a good knowledge of both statutory and Non statutory services, promoting concepts of Social Inclusion , early intervention and recovery.
- Experience of managing and setting up events, activities, and training

# Job Description - Person Specification 2

## Essential; skills and experience

- Significant experience of assessing clients for suitability and making appropriate referrals
- Knowledge of social care and the issues of supporting people with a range of mental health issues, including risk assessment.
- Excellent written and verbal skills
- Ability to motivate people to engage in self-help activities.
- Excellent interpersonal skill, with the ability to influence, negotiate and inspire
- Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities
- A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others

## Desirable;

- Knowledge of the NICE guidelines namely their Stepped Care Model
- Ability to speak a second language (Bengali, Somali, Polish etc.)

# Application

## Requirements for the role

- Right to work in the UK (unfortunately we cannot offer sponsorship)
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

To apply email your CV and responses to the following questions to [Nisreen.hammad@mindthnr.org.uk](mailto:Nisreen.hammad@mindthnr.org.uk)

1. What is your motivation to work for MindTHNR specifically and what attracts you to this role?
2. What experience and skills do you have that would help you support people navigating mental health services, and how would you apply them in this role?

**It's important that you answer these questions fully, showcasing examples of your skills and experience (both professional and personal) relevant to the job description and person spec. We want to hear about your individual skills and experience, please avoid using AI software or tools. We appreciate they can help with formatting/giving structure, but if your answers to these questions are very similar to those put through AI software your application may be disregarded.**

**Deadline to apply: 6<sup>th</sup> May 2025 at 09.00am**

## Interviews:

- First round: 12<sup>th</sup> May (Online - Teams)
- Second round: 19<sup>th</sup> May (In person)

Please let us know how we can make the recruitment process more accessible for you or if you would like us to send you the job pack in a different format by emailing the People team at [laura.carreira@mindthnr.org.uk](mailto:laura.carreira@mindthnr.org.uk)

