

JOB DESCRIPTION

Job title: Service Administrator

Service: Safe Connections (Grief in Pieces and Community Suicide Prevention Training) (PTWS Department)

Responsible to: Deputy Director of Psychological Therapies and Wellbeing Services

Salary: £26,970.24 per year (Full-time equivalent), (SC4-SP19) which equates to £16,182.14 per annum at 22.5 hours per week.

Hours: 22.5 hours

Contract Type: Fixed Term until 31st March 2026

Location: Hybrid

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

- **Connected:** Creating a compassionate and supportive community.
- **Fair:** We strive for equity- no-one's needs should go unmet.
- **Brave:** We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health.

Those with lived experience of Mental Health are encouraged to apply. DBS clearance Standard is required for this role.

About the Psychological Therapies & Wellbeing Services Department

Mind CHWF's Psychological Therapies & Wellbeing Services Department has been BACP accredited since 2016 and we specialise in:

- trauma-informed and compassion-focused practice
- lived experience leadership and representation
- 'third wave' cognitive behavioural/evidence-based therapies (group and one-to-one models based on Acceptance and Commitment Therapy, mindfulness-based therapies, Compassion-focused therapy, and Dialectical Behaviour Therapy)
- a Practitioner Training Programme for our evidence-based model, 'Radical Self-Care (RadSec)', currently undergoing accreditation with BAMBA (British Association for Mindfulness Based Approaches)
- clinical research with our academic and NHS partners (City, University of London and NELFT)
- psychological therapies for:
 - common mental health problems such as anxiety and depression via our Talking Therapies Service for Anxiety and Depression (formerly IAPT - Improving Access to Psychological Therapies). Our Step 2 provision uses 'third wave' group modalities, particularly Acceptance and Commitment Therapy (ACT). Our Step 3 focuses on Person-Centred Existential Counselling for Depression (PCE-CfD).
 - African Caribbean heritage communities (in partnership with our IRIE Mind project),
 - LGBTQ+ communities (in partnership with our Rainbow Mind project)
 - complex developmental trauma and enduring mental health conditions (City and Hackney Wellbeing Network)
 - people who have lost someone to suicide (Grief in Pieces project)
 - alcohol and substance misuse (City and Hackney Recovery Service)

All staff, trainees and volunteers have opportunities to participate in a wide range of in-house and external trainings through our networks. Practitioners in specialist services are offered relevant evidence-based training. At Mind CHWF, we offer significant personal and professional development opportunities, encourage innovation and initiative from our committed and talented practitioners, and offer skill-building and experience of working across multiple projects and modalities in an award-winning mental health organisation.

Introduction and Purpose of the post:

MindCHWF, along with Mind Tower Hamlets, Redbridge and Newham, Mind in Havering, Barking, and Dagenham, work alongside the NHS and other partners to deliver the Safe Connections Collaborative. Specifically, we lead the delivery of the **Grief in Pieces (GIP) Support for Suicide Loss Service and the Community Suicide Prevention Training**.

GIP offers a **dedicated support service for anyone in North East London who has been impacted by suicide loss**- as a loved one, a friend or colleague, a witness, or an acquaintance. We offer individual emotional and practical support, therapy and various workshops on coping and understanding suicide loss, crisis intervention, family support and longer-term healing support groups, with the opportunity to connect with and even support others who have lost someone to suicide. A strength of our service is the involvement and dedication of people with lived experience of suicide loss in designing and delivering our services.

We aim to normalise the suicide bereavement process and to support growing around the grief, through psychoeducation, active participation, emotional expression, experiential and creative practices and the generalisation of coping skills in everyday life. Our service is CBT and CFT-based, trauma-informed and enhanced by lived experience expertise.

The Community Suicide Prevention Training is a free online suicide prevention training available to those working with vulnerable people, or anyone interested in learning more about suicide prevention. These two-hour training sessions are designed to help reduce the number of suicides occurring in the community.

THE ROLE:

We are seeking an experienced administrator who will support all aspects of MindCHWF components of the Safe Connections Collaborative, which would include the Community Suicide Prevention Training and the Grief in Pieces Support for Suicide Loss Services.

The post holder will be an exceptionally well-organised individual who will take responsibility for key parts of the team's remit. They will excel in a fast-paced administrative environment, managing their own varied workload with competing deadlines. A keen eye for detail will be essential, as they ensure accuracy and precision in all aspects of the work. The post holder will assist Senior Management in applying our ethos of continuous improvement, ensuring that we continue to provide excellent service across all relevant areas.

The post holder will have strong interpersonal skills, an enthusiastic work attitude and a flexible approach to the changing work environment.

Main duties and responsibilities:

Grief in Pieces Support for Suicide Loss

1. To receive and triage a range of enquiries from clients, professionals and other key stakeholders, consult with internal and external sources to resolve queries, problems, or complaints. Enquiries may be of a highly sensitive or distressing nature relating to suicide bereavement and would require judgment, tact, and sensitivity to reach an appropriate resolution.

2. To process all referrals for the service, actioning promptly and efficiently (with the support of the Deputy Director PTWS/ Senior Suicide Bereavement Practitioner)

3. The postholder will support with reporting and monitoring requirements. This would include:

- the compilation of monthly returns of all activities
- a regular log of the occurrence of suicides across the boroughs of NEL
- Actively monitor reporting requirements, ensuring that dashboard data is accurate and complete

4. Work closely with the Clinical Director/ Deputy Director PTWS/ Senior Suicide Bereavement Practitioner, assisting them in administrative functions that may arise from the day-to-day service delivery. This would include technical support in the scheduling of sessions/ interventions, promotion of service/ special projects or events both internally and externally as well as support with room bookings, and distribution of post-intervention evaluations.

Community Suicide Prevention Training:

1. Manage online and telephone booking systems, respond to client queries, coordinate logistics of venues as well as materials requirements.
2. Be the first point of contact for facilitators and client liaison for training programmes.
3. Register delegates, ensuring high standards of customer care throughout process.
4. Ensure smooth running of training services by developing close working with the delivery team, associates, partners, and clients.
5. Provide an efficient start to end process in setting up, coordinating the marketing and delivery of the programmes.
6. Provide support to delegate recruitment and market research activities via phone and email
7. Gather and collate client feedback, supporting evaluation processes and maintaining key performance data.

8. Update training resources and marketing materials to reflect latest branding guidelines.

General:

1. To promote Mind in the City, Hackney and Waltham Forest's values and service philosophy and uphold equal opportunities and agreed policies and procedures.
2. To support maximisation of outcomes for projects and programmes, and effective embedding of learning.
3. To promote learning and development and attend appropriate internal, external training courses, supervision and staff away days.
4. To develop team cohesion, team working and a positive "can-do" culture which encourages creativity, learning and high performance.
5. To keep abreast of internal and external developments and respond accordingly.
6. To adhere to relevant legal and statutory requirements including the Data Protection Act (always ensuring an appropriate level of confidentiality), Health and Safety at Work Act (always ensuring H&S of own and others) and any other relevant/charity law.

Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria are marked as (E) are essential and (D) desirable. (I) would indicate which criteria shall be evaluated at the interview.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

1. Qualified to appropriate level, significant knowledge gained through lived experience and/or experience working within the Mental Health sector. (D)
2. Advanced skills in Microsoft Office Suite and other relevant software applications to undertake data analysis, data reporting and diary management. (E) (I)
3. Strong organisational, interpersonal, communication and administration skills (E) (I)
4. Knowledge of the impact of being bereaved by suicide (D) (I)
5. Excellent attention to detail and accuracy. (D)
6. Safeguarding Vulnerable Adults and Children practice (E) (I)
7. Confidentiality and data protection (E) (I)
8. Ability to coordinate a blended team across the collaboration ensuring excellent organisation, communication and interpersonal skills (E) (I)

Fair: We strive for equity - no-one's needs should go unmet.

1. Excellent time management skills to be able to manage multiple priorities effectively and to be able to meet competing deadlines. (E) (I)
2. Personal experience of suicide bereavement (D) (I)

3. Demonstrate experience of working with individuals, groups or communities that may have identified neurodiversity or additional support needs (D) (I)
4. Demonstrate ability to work positively with, and supporting, people from culturally diverse backgrounds (D)

Brave: We walk with people, offering help by doing what works - proven or new.

1. A proactive approach to problem-solving and a commitment to providing an excellent service (D) (I)
2. Enthusiasm and ability to stay informed on developments in the field of Mental Health. (D)
3. Open to change and able to work flexibly in line with the needs of the service/organisation (E) (I)
4. Commitment to working in partnership with clients, management and staff. (E) (I)
5. Understanding of the challenges faced by people experiencing mental health difficulties (E)
6. Demonstrate a commitment to equality and diversity in the workplace (E)
7. Commitment to safeguarding clients and others you may meet as part of your role (E) (I)
8. Self-starter (D)
9. DBS Standard (E)