

JOB DESCRIPTION

Job title: Administrator for MindCHWF TTAD and ACH Outreach Services
Service: Talking Therapies for Anxiety and Depression (formerly IAPT)

Responsible to: Clinical Services Manager - Talking Therapies for Anxiety and Depression

Salary: Starting salary is SC4 SP19 £27,509.64

Hours: 37.5 hours

Contract type: Fixed Term. Please be advised that this job will be reduced to 22.5 hours from July 2026 as the ACH Outreach Service Ends

Location: The Hub, 15 A Homerton Row/ 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 for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role.

About the Psychological Therapies & Wellbeing Services Department

Mind CHWF's Psychological Therapies & Wellbeing 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 (IAPT Step 2 practitioners receive training in group protocol using Acceptance and Commitment Therapy, and our Recovery Service workers receive intensive training and supervision in our group models: Radical Self Care, Acceptance and Commitment Therapy and Managing Anger & Difficult Emotions).

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.

Purpose of the post:

The Administrator will play a key role in supporting the delivery of Mind in the City, Hackney and Waltham Forest's Talking Therapies for Anxiety and Depression service, alongside the African Caribbean Heritage (ACH) Outreach Project.

Working within a multidisciplinary team, the post holder will provide high-quality administrative and operational support to ensure the smooth running of the service. This will include supporting referrals, screening processes, appointment coordination, record keeping and data monitoring within the Talking Therapies system.

The role will also provide administrative support to the ACH Outreach Project, helping coordinate community engagement activities designed to improve access to mental health services for African Caribbean Heritage and wider Global Majority communities.

The Administrator will contribute to creating a welcoming and efficient service for clients, practitioners and partner organisations, ensuring accurate record keeping, effective communication and compliance with organisational and service requirements.

Mind CHWF has a long-standing commitment to improving equitable access to mental health services, and the Administrator will play an important role in supporting initiatives that reach communities who may not currently access psychological therapies.

Main duties and responsibilities:

Service Administration

- Provide administrative support for the Talking Therapies for Anxiety and Depression service, including managing referrals, bookings and client correspondence.
- Support the coordination of screening appointments and therapy sessions.
- Maintain accurate records within the service's clinical database and electronic systems.
- Respond to telephone, email and online enquiries from clients and partner organisations in a professional and sensitive manner.
- Support clinicians and managers with administrative tasks related to service delivery.

Referral and Data Management

- Process new referrals and ensure that all referral information is recorded accurately.
- Monitor and update client records and appointment systems.
- Support the collection and recording of clinical outcome measures and service data.
- Assist with generating reports to support service monitoring and performance requirements.

ACH Outreach Project Support

- Provide administrative support for the African Caribbean Heritage Outreach Project, including coordination of meetings, workshops and community engagement activities.
- Maintain records of outreach activity and engagement outcomes.
- Support communication with community partners, local organisations and stakeholders.
- Assist with the organisation of events, workshops and awareness activities.

Communication and Partnership Working

- Act as a first point of contact for enquiries relating to the service.
- Maintain effective communication with internal teams and external partners.
- Support the promotion of Talking Therapies and outreach activities through administrative coordination.

Record Keeping and Compliance

- Ensure accurate and confidential handling of client information in line with data protection and confidentiality policies.
- Support compliance with safeguarding procedures and organisational policies.
- Maintain organised electronic and administrative filing systems.

Team and Organisational Support

- Attend relevant team meetings and contribute to administrative improvements within the service.
- Support service managers with operational tasks as required.
- Participate in training and professional development opportunities.

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.

Essential

- Excellent communication and interpersonal skills.
- Ability to work collaboratively within a multidisciplinary team.
- Experience providing **administrative support in a busy service environment**.
- Ability to communicate sensitively with individuals experiencing distress or mental health difficulties.

Desirable

- Experience working in **health, mental health, social care or community services**.
- Experience supporting community engagement or outreach initiatives.

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

Essential

- Commitment to **equality, diversity and inclusion**.
- Understanding of the importance of improving access to services for **underrepresented communities**.
- Ability to handle confidential information appropriately.

Desirable

- Understanding of barriers to accessing mental health services for **African Caribbean Heritage and Global Majority communities**.

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

Essential

- Strong organisational and time management skills.
- Ability to manage competing priorities and work accurately under pressure.
- Good IT skills including Microsoft Office and database systems.
- Attention to detail and ability to maintain accurate records.

Desirable

- Experience using clinical systems or service databases.
- Experience supporting service monitoring or reporting processes.

Additional Requirements

- Commitment to Mind CHWF policies, including **confidentiality, safeguarding and equality**.
- Willingness to occasionally support **community events or outreach activities**.
- Enhanced **DBS check may be required**.