

Person Specification Post: Adult Carers - Wellbeing Navigator

Education/Qualifications	Essential / Desirable
Educated to Degree, A-level, higher level BTECH, NVQ 3 or similar – or - an equivalent portfolio of relevant training and experience in the health, social care or voluntary sector.	E
Experience	
Experience working with people who have experienced poor mental health.	E
Experience working with diverse groups of people, including Carers, and an understanding of different cultures and backgrounds, and how to apply this understanding to your work.	E
Experience helping people to access community opportunities and work in recovery-focused ways.	E
Track-record of developing and maintaining successful partnerships with both internal and external stakeholders.	E
Experience of providing person-centred assessments, support planning and experience of managing risk.	E
Experience of delivering group support, training courses, workshops and/or peer support sessions.	E
Experience of working with 'IAPT' and other primary care services.	D
Experience of working with people with multiple or complex social, economic or health needs (e.g. people who may have drug and alcohol use issues, people who may have experienced domestic abuse, people who may have financial issues).	D
Experience using Microsoft Office 365 e.g. Word, Excel, Outlook, Power Point and Publisher to produce documents, correspondence or presentations.	E
Knowledge	
Knowledge of issues that impact individual mental health.	E
Sound knowledge and understanding of experiences and concerns of Carers and their families, including relevant safeguarding issues.	E
Specific knowledge of the various communities in Sutton and any challenges they may face, as well as the services and other resources available to support them.	D
Ability to reach, engage and include communities that have experienced inequalities.	E
Knowledge of both public/statutory as well as voluntary/charitable organisations and how they work.	E
Abilities and Skills	
Good listening skills and the ability to show empathy towards Carers and their families, who may be in distress.	E
Excellent interpersonal skills enabling effective communication with a range of individuals, professionals and agencies.	E
Good observational and assessment skills, with a creative, curious and non-judgmental approach.	E
A sensitive approach towards the situations, needs and difficulties faced by Carers, but with a positive belief in the ability and potential of individuals and families to live happy, healthy lives in the community.	E
Ability to evaluate outcomes and the impact of work, and communicate this effectively to a range of audiences.	E
Ability to plan and prioritise workload effectively, multi-task and work under pressure, independently and as part of a team.	E
Ability to motivate yourself and others within a team environment including Volunteers.	E
Ability to set and maintain professional boundaries with Carers, Staff and Volunteers.	E
Ability to be clear and concise verbally and in writing, including creating and delivering reports.	E
Ability to manage a caseload, including keeping appropriate records, by providing advice, information, support, informal advocacy as well as brokerage in relation to other services, to	E

maximise Carer health and wellbeing as well as a Carer's ability to care, as appropriate. Although the focus will be on adults, your work may also involve children within the family context.	
Ability to use and promote the Equal Opportunities and Diversity, Confidentiality, Safeguarding, Environmental and Health & Safety policies and procedures and the ability to oppose/challenge discriminatory language and actions.	E
On a planned basis, ability to work flexible hours (i.e. the occasional evening or weekend).	E
Ability to work at, or travel between, various Sutton locations, or work from home, according to the needs of Carers and the charity.	E

Applicants will need to pass a written, IT-based skills assessment before being offered the post.

Key: E – Essential D - Desirable