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[LinkedIn](https://www.linkedin.com/company/suttoncarerscentre) | [YouTube](https://www.youtube.com/channel/UC...)

Person Specification

Team Leader - Carer Peer Support (Adult Mental Health)

Education/Qualifications
Relevant academic qualification or portfolio of relevant training and experience in health, social care, education or charity/voluntary sector
Experience
Lived experience of undertaking unpaid caring responsibilities
Experience in a senior/supervisory role in a voluntary, social work, health, or similar setting - or - able to demonstrate equivalent experience from another part of work or home life
Experience in service development and related monitoring and evaluation.
Experience and understanding of the situations, needs and issues of Carers who may have complex emotional, social, physical and/or economic wellbeing needs.
Experience working from a whole-family or systemic perspective.
Knowledge and Understanding
Robust knowledge and understanding of mental health and mental health services.
Extensive knowledge and understanding of the role of unpaid Carers of people with mental health needs as well as relevant legislation as it pertains to Carer rights and access to services.
Understanding of the Triangle of Care approach to working with Carers in mental health services.
Knowledge of how multi-disciplinary teams work across the public and voluntary sectors.
Knowledge of the various communities in Sutton and an understanding of local services available.
Abilities and Skills
Ability to provide highly effective advice, information, support and informal advocacy to Carers.
Ability to plan and prioritise workload in a busy working environment (in person or remotely), both independently and as part of a team.
Ability to motivate yourself and others within a team environment, including the ability to supervise the work of staff and volunteers
Ability to motivate and work effectively with partner organisations.
Outstanding interpersonal skills, able to be clear and concise verbally and in writing, with a particularly sensitive approach towards the strengths, needs and challenges faced by Carers.
Skill and ability to enable Carers' voices to be heard both individually and collectively.
Ability to reach, engage and work alongside under-served or minoritised communities especially people who also have experienced health, social or economic inequalities.
Ability to deal with difficult situations in a supportive, solution-focused manner.



Ability to develop and review monitoring systems and create reports which analyse and communicate outcomes of services and help identify any gaps in provision.
Ability to contribute to and share best practice outcomes with Carers, colleagues, partners, and funders, locally and nationally.
Ability to design, present and facilitate workshops/training events to a wide range of audiences.
Ability to attend and effectively contribute to relevant meetings and forums on behalf of Carers and representing Sutton Carers Centre, locally or nationally.
Excellent ICT skills, including maximising the use of Microsoft Office 365 and using CRM systems/databases (currently Charitylog and Breathe HR).
Ability to promote and apply the Equality, Diversity, Inclusion & Belonging, Data Protection & Confidentiality, Safeguarding, Business Continuity, Environmental and Health & Safety policies and procedures and the ability to oppose/challenge discriminatory language and actions.
On a planned basis, the ability to work flexible hours (i.e. the occasional evening or weekend).
Ability to work at, or travel between, various Sutton locations, or work remotely, according to the needs of Carers and the charity.

Applicants may need to pass a written, IT-based skills assessment before being offered the post. Guidance as to the questions that will be asked in interview will be provided.



Sutton Carers Centre is a company Limited by Guarantee with Charitable Status Registered Company Number 3353573, Registered Charity Number 1062302.