

## Person Specification

### Post: Carer Peer Support Worker

<b>Education/Qualifications</b>
Educated to Degree, A-level, higher level B-TECH, NVQ 3 or similar – <b>or</b> - an equivalent portfolio of relevant training and experience in the health, social care or voluntary sector.
<b>Experience</b>
Lived experience of undertaking unpaid caring responsibilities
Notable experience within health, social care or the voluntary sector.
Experience of working with people who have experienced poor mental health.
Some experience of using listening/counselling skills, preferably with some basic training in these skills
Experience of 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.
Experience of helping people to access community opportunities and work in a strengths-based way.
Track record of developing and maintaining successful partnerships with both internal and external stakeholders, particularly within mental health
Experience of providing person-centred assessments, support planning and experience of managing risk.
Experience of delivering individual and group support, including training courses, workshops and facilitating peer support sessions.
Experience using Microsoft Office 365 e.g. Word, Excel, Outlook, Power Point and Publisher to produce documents, correspondence or presentations.
<b>Knowledge</b>
Knowledge of issues that impact individual and family mental health and an understanding of the particular issues experienced by Mental Health Carers.
An understanding of mental health conditions and different treatment modalities
Sound knowledge and understanding of concerns and experiences of Carers and their families/friends including relevant safeguarding issues.
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.
Ability to reach, engage and include communities that have been minoritised and/or experienced health, social care or economic inequalities, for example
Knowledge of both public/statutory as well as voluntary/charitable organisations and how they work.
<b>Abilities and Skills</b>
Good listening skills and the ability to show empathy towards Carers and their families/friends, who may be in distress.
Excellent interpersonal skills enabling effective communication with a range of individuals, professionals and agencies/organisations.
Good observational and assessment skills, with a creative, curious and non-judgmental approach.
A sensitive approach towards the situations, needs and difficulties faced by Carers, but with a positive belief in the ability and potential of families to live happy, healthy lives in the community.
Ability to evaluate outcomes and the impact of work and communicate this effectively to a range of audiences.
Ability to plan and prioritise workload effectively, multi-task and work under pressure, independently and as part of a team.
Ability to motivate yourself and others within a team environment including Volunteers.
Ability to set and maintain professional boundaries with Carers, Staff and Volunteers.
Ability to be clear and concise verbally and in writing, including creating and delivering reports.
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 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 contact with 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.
On a planned basis, ability to work flexible hours (i.e. the occasional evening or weekend) plus the ability to work in the Centre or from home, according to the needs of the charity.



*Candidates invited to interview are welcome to bring an example(s) of past work that may highlight and help us understand their abilities. Successful applicants will need to pass a skills assessment before being offered the post.*