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Job Description

- Post:** Team Leader – Carer Peer Support (Adult Mental Health)
- Salary:** £34,101 FTE (35-hour week)
- Actual salary:** £27,281 (pay award pending)
- Reporting to:** Senior Service Manager (Young Carers Service and Adult Carer Support)
- Hours:** 28 hours per week across 4 or 5 days, with occasional evening or weekend work for which Time Off in Lieu (TOIL) will be given
- Annual Leave:** 29 days per annum pro rata plus statutory holidays and excellent benefits
- Location:** Sutton Carers Centre, 1st Floor Sutton Gate, 1 Carshalton Road, Sutton, SM1 4LE and other sites within the SWLStG MH NHS Trust area. The post-holder may also be required to work in the other locations across the London Borough of Sutton or surrounding areas to fulfil the remit of the post, or be asked to undertake some home-working

Sutton Carers Centre is an independent Charitable Company as well as a Network Partner with *Carers Trust*. The post-holder will be employed by Sutton Carers Centre Board of Trustees and Directors.

Overview of Post:

- The aim is to improve the identification of unpaid Carers, the health and care pathway, and the provision and co-ordination of health and wellbeing services for Carers and their families (*family as defined by the Carer and person they care for, which may include friends or other kinship networks).



mental health needs as well as Carers who may have their own mental health needs specifically linked to their caring role.

- Working alongside South West London and St. George's Mental Health NHS Trust (SWLStG) as part of the Community or Primary Care Mental Health Teams and multi-agency Integrated Recovery Hub (IRH), they will work particularly closely with the NHS Peer Support Coordinator in developing this work. The wider team includes a number of Voluntary and Community Sector Peer Support Workers as well as multi-disciplinary mental health professionals.
- The post-holder will line-manage the SCC Carer Peer Support Worker(s) (currently a job-share) and supervise their work with Carers. The post-holder also will hold a small caseload which may include more complex work, especially requiring more in-depth, whole-family support and/or risk management; they also may co-facilitate group work, as indicated.
- They will be part of the SCC Adult Carers Preventative Support Service and work alongside a wider Development Team including Team Leaders for Health, Wellbeing as well as Income/Welfare Benefits. They will have the support of an experienced staff member who will assist with allocations and help facilitate Clinical Case Discussions.
- The post-holder will also work with the Mental Health Trust Involvement team to further embed the Triangle of Care framework along the various pathways and improve engagement and communication with Carers.

Principal Tasks:

Leadership Responsibilities

- In conjunction with SCCs Senior Managers, to co-ordinate, develop, monitor, evaluate and report on delivery within the Community Mental Health Programme, specifically in relation to Carers.
- To contribute to the planning, development, facilitation and evaluation of systems to support Carers across the Mental Health Trust and Sutton Carers Centre.
- To keep up-to-date with developments in the field of mental health, particularly as they relate to Carers, and actively instigate and apply those developments to the project.



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- To support Carers to become involved in local mental health developments, particularly within SWLStG, ensuring they have the opportunity to actively participate in and influence the transformation of services as well as develop relationships with their Carer peers.
- To line-manage and supervise the SCC Carer Peer Support Worker(s) – Adult Mental Health.
- As part of the SCC Support Service team, to help recruit, train, supervise and support any volunteers.

Information, Advice, Support and Informal Advocacy

- Oversee the generation and receipt of Carer referrals, and alongside senior colleagues, the triage and allocation process.
- Both remotely and in person, and alongside Carers, to assess, develop and deliver plans of support that will optimise their ability to care whilst maintaining their own health and wellbeing, working with health and social care colleagues as needed.
- When indicated, to encourage and assist with the uptake of Carers Needs Assessments (carried out by the Local Authority) as well as the ability of Carers and their families to assess their own needs, develop solutions and manage resources.
- To deliver both individual and group interventions, including services to families with complex needs using a whole-family recovery approach, working closely with internal and external services to provide holistic support, including risk management.
- To ensure that accurate, proportionate and up-to-date records are kept.
- Assist in the development of services to Carers in SWLStG to support Carers to maintain social connections, including peer support, and protect their health by addressing the inequalities maintained by the wider social determinants of health.

Outreach, Training & Communications

- To develop opportunities and contribute to informal and formal training and awareness-raising activity for SWLStG and other partners across health, education, social care,



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voluntary & community, and private business sectors to increase identification, recognition and support to Carers.

- To develop partnerships and capacity within the Mental Health Trust and other organisations to provide services that promote and protect the emotional, physical, social and economic wellbeing of Carers.
- In conjunction with the CEO and Senior Service Managers, to ensure regular attendance at key strategic and operational meetings to represent the interests of Carers, including monitoring of the effectiveness of implementation of the *Triangle of Care* framework at SWLStG.

Other Duties

- To ensure that Carer/user involvement, co-production and feedback is at the heart of the service delivery and development.
- To attend and take advantage of managerial and/or peer supervision, team/staff meetings and undertake appropriate training and any other professional or personal development.
- To be flexible with your availability for working hours, as the role will include occasional, planned weekend and evening work, for which you will receive TOIL.
- To work as part of an overall team, contributing to the development of the Centre and participating in activities, fund-raising and promotional events.
- To undertake other duties as appropriate to the post, as agreed with your Line Manager.

Policies & Procedures

The post-holder is expected to carry out the above duties with due regard at all times to the Equality, Diversity Inclusion & Belonging, Data Protection & Confidentiality, Safeguarding, Environmental, Business Continuity, Health & Safety and all other policies and procedures of Sutton Carers Centre.



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This job description is not prescriptive; it outlines the key task of the post-holder and is subject to change in consultation with the post-holder.



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