



Person Specification Adult Carers Support Services Manager

Education/Qualifications
Educated to degree level or equivalent professional qualification, and/or a demonstrable, extensive portfolio of training in health, education, social care or the voluntary sector.
Experience
Experience in a supervisory or managerial role in a charity, social care, health, or similar setting.
Experience of managing, developing and evaluating projects or services, including change management.
Experience of supervising/managing a staff team, including experience of recruiting and training staff and volunteers.
Experience of working or volunteering within a charitable or public sector or service organisation.
Experience of working with families/Carers who may have complex physical &/or emotional wellbeing needs that require a diverse range of services or support, including experience of working within a 'whole-family' approach.
Lived experience of undertaking unpaid caring responsibilities and/or demonstrable understanding of what that involves and the impact that can have.
Experience using Microsoft Office 365 to communicate, produce documents, correspondence or presentations, organise and communicate data.
Knowledge
A demonstrable understanding of Mental Health (incl. Dementia), specifically in relation to Carers and families.
An understanding and current knowledge of policy and practice in the areas of Carers Rights, Safeguarding, Equal Opportunities and Diversity, Confidentiality and Health and Safety.
A working knowledge of the <i>Triangle of Care</i> framework or other relevant approaches.
Knowledge of both public/statutory as well as voluntary/charitable organisations and how they work in order to promote positive partnership working to the benefit of Carers and their families.
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.
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.
Excellent interpersonal and communication skills for working with Carers (some of whom may be distressed) and liaising effectively with a range of professionals to help build





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capacity and strengthen relationships between Carers, the people they care for, and professionals across health, social care and other voluntary sector organisations.
Ability to reach, engage, as well as consult with Carers and stakeholders through effective collaboration and consultation, particularly with communities that have experienced inequalities or have been minoritised or experienced discrimination.
Ability to attend and effectively contribute to relevant meetings and forums on behalf of Carers and Sutton Carers Centre both locally and across the wider London area or regions.
Ability to review and develop effective systems for recording information to produce funding and monitoring reports, publicise information, and maintain efficient records of activity.
Ability to monitor, analyse and communicate outcomes of the service, identify unmet need or gaps in service and develop a plan to address these where necessary.
Ability to use and contribute towards the ongoing development of the SCC online database.
Ability to operate a service within a defined budget, and to support identification of additional funding sources and complete applications where required.
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).
Ability to work at, or travel between, various Sutton locations, or work from home, according to the needs of Carers and the charity.

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