



JOB DESCRIPTION

Title:	Social Networking Service Carers' Support Worker
Reporting to:	Social Networking Service Deputy Manager
Responsible for:	The post-holder is not responsible for any staff but will be responsible for (approximately 4) Peer Support Volunteers
Salary Range:	£28,233.33 per annum
Hours:	Your hours of work will be 36 hours per week, Monday – Friday, with a daily unpaid lunch break of 1 hour (7.2 hours per day).
Contract:	Fixed Term
Location:	Fairfield House, 10 Altyre Road, Croydon CRO 5LA and required to work at other locations out and about in the community as requested

Purpose of the role:

To act as a focal point for carers of people with mental health problems. To set up and support a regular weekly meeting for carers to provide a hub where they can gather and exchange ideas and mutual support. To encourage carers to attend meetings, to arrange talks and activities on subjects such as budgeting/welfare rights/self-help/wellbeing etc. In addition, to provide practical advice and support face to face, on the phone and by e-mail including signposting and advising on other agencies who might provide support. To identify carers who want to become Peer Support Volunteers and help and enable them to set up local carer support groups in their own geographical areas. To undertake administrative tasks required for the effective operation of the project.

Main responsibilities and key tasks:

Communication

- Set up a carers group around the Borough of Croydon. Ensure regular weekly meetings of the groups to total 46 per year with an average attendance of 15 persons.
- Identify carers, invite them to the group, co-ordinate the activities of the group. Take the lead from the carers who will nominate topics for discussion, talks they wish to hear, activities they wish to undertake. Some of these may include trips out and a few may also take place evenings, weekends and bank holidays and the job holder must be available on some occasions at these times.
- Provide practical advice, support and informal counselling to carers face to face, on the phone and by email on a wide range of subjects.
- Assist carers to use the Information Technology Suite at Fairfield House to obtain information and keep in touch with other carers, agencies etc.
- Identify other agencies such as the carers contact line, faith groups, ethnic support groups etc and signpost and direct carers as appropriate to these services.
- Make referrals to the Carers Support Network services and the Carers Register in order that carers will be linked up to receive additional benefits such as the Carers News.



- Identify and recruit at least four carers per year (i.e. Approx 10 over 3 years) to become Peer Support Volunteers.
- Support and enable the Peer Support Volunteers to set up groups in their area of the borough. Assist them at arm's length to run those groups on a long-term basis with a view to them becoming independent.
- Undertake a range of administrative tasks required to run the Carers' Project. This will include being self-sufficient in writing letters, reports, newsletters, doing statistics as required by funders, analysing statistics, keeping records, operating a simple database and using Microsoft Office as necessary.
- Develop links with other agencies.
- Manage, supporting and training a small team of Peer Support Volunteers.
- Publicise the service to potential users.
- Fairfield House has reduced its reliance on ancillary staff and the team undertake a small number of cleaning duties and occasionally cooking duties which are a necessary aspect of the post.

Other

- Work in accordance with Mind in Croydon's Values, Aims and Objectives.
- Provide a positive representation for the organisation both internally and externally, including promoting our work, and attending external meetings and partnership events when required.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with volunteers and staff.
- Work at all times to promote equality, diversity and individual rights.
- Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties. Also, to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- Work within and implement all of Mind Croydon policies and procedures including Confidentiality, Health and Safety, and Equal Opportunities.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.



Job Description Agreement

The Job Description is not exhaustive and is subject to change considering service developments, work, priorities, or any other requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the organisation. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

Person Specification

Knowledge and Experience	Essential	Desirable
Qualifications		
Relevant mental health, housing, social care or psychology related training or qualifications	E	
Demonstrable evidence of equivalent learning or training		D
Experience		
At least one year's paid work experience in advice work, with Welfare Benefits Advice, Universal Credit, welfare rights, housing, money or debt management component. Extensive voluntary experience will also be considered	E	
Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges	E	
Working knowledge and experience of person-centred approaches and recovery models		D
Experience of working in voluntary or community settings and building relationships with local groups and organisations		D
Experience of creating, managing and maintaining high quality records of contact and interaction with people, working within a caseload	E	
Experience of peer support approaches and asset/strengths-based care and support systems		D
Knowledge, Skills and Capabilities		
Detailed and up-to-date knowledge of all Welfare Benefits, Housing and Social Security legislation	E	
Ability to write and record clear and concise case records and letters and understanding of the need for detailed case recording using databases	E	
Ability to work alongside the person in nondirective ways – helping the person find solutions that work for them (rather than suggesting solutions)	E	
Ability to focus on and build a person's strengths and their ability to make use of the resources available to them	E	
Ability to remain recovery-focused – working with empathy, building autonomy, empowering the person to define, lead and own their recovery	E	
Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams	E	
Excellent numeracy, literacy, IT and verbal communication skills	E	
Ability to deal in an impartial, courteous and culturally competent manner, with people from different backgrounds and with different levels	E	

of communication skills		
Ability to travel around the borough in a timely manner as the role may require some travel to community Hubs and various meetings	E	
Ability to give effective help to people who may be withdrawn, distressed and/or confused and to manage exposure to dealing with difficult and emotional circumstances/situations	E	
Ability to maintain standards of work under pressure	E	
Ability to work alone on specific tasks, to prioritise tasks and time effectively, and manage caseloads to meet appropriate standards and performance measures	E	
Understanding of the implications that a confidentiality policy has for the service	E	
Ability to work flexibly across the team and localities	E	
Willing to work in any other place within the community where clients wish to be seen to fulfil the Service Level Agreement Requirements	E	
Personal Attributes and Approach		
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their background or cultural context	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Shares responsibility for their own personal development	E	