**Person Specification- Manchester Carers Contact Point; Support Worker**

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| **Criteria** | **Essential** | **Desirable** | **Assessed** |
| **Qualifications & Training** | Maths and English GCSE at grades C or above (or equivalent qualification) | Evidence of continuous professional development.  Qualification in Advice work  Educated to degree level, equivalent professional qualification or relevant experience. | **Application** |
| **Knowledge & Experience** | Knowledge of the Welfare Benefit system particularly those that affect carers  Knowledge of legislation that affects carers  A clear understanding of the issues affecting carers and their support needs  At least one years experience of working within the advice/information field or hold relevant qualification in Information Advice and Guidance  Experience of report writing and record keeping  Understanding of the ethos of the voluntary and community sector  Understanding of Child and Adult Safeguarding policies  Understanding of the needs of carers and of the issues around access /barriers to services faced by some members of the community  An excellent understanding of the issues facing BAME, particularly South Asian carers. **LMCP POST** | One years experience of directly working with or supporting carers  Experience of inputting data onto a database | **Application/**  **Interview** |
| **Skills & Abilities** | Excellent verbal, listening and written communication skills  Ability to listen and question sensitively whilst maintaining control of the situation.  Ability to manage own workload whilst working in a direct access service  Proven team work skills as well as ability to work on one’s own  Good level of IT skills and ability of using a database  Experience of outcome monitoring  Sensitive to a range of cultural backgrounds  Ability to communicate in fluent English and Chinese (Cantonese or Mandarin) and to be able to communicate effectively and liaise with a wide range of people. **WAI YIN POST**  Ability to speak Urdu/Hindi  **LMCP POST** |  | **Application /**  **Interview / Test** |
| **Attitudes & Values** | Committed to the values of Gaddum.  Non–judgmental attitude.  A flexible & positive work ethic.  Demonstration of a commitment to equality and diversity | Understanding of support, advice & guidance. | **Application/**  **Interview** |
| **Others** | Flexible approach to working hours to meet the needs of the service. | Ability, with advance notice, to working evenings & weekends if required by the organisation. | **Application/**  **Interview** |