**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 workEducated 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 carersA clear understanding of the issues affecting carers and their support needsAt least one years experience of working within the advice/information field or hold relevant qualification in Information Advice and GuidanceExperience of report writing and record keepingUnderstanding of the ethos of the voluntary and community sectorUnderstanding of Child and Adult Safeguarding policiesUnderstanding of the needs of carers and of the issues around access /barriers to services faced by some members of the communityAn excellent understanding of the issues facing BAME, particularly South Asian carers. **LMCP POST** | One years experience of directly working with or supporting carersExperience of inputting data onto a database | **Application/****Interview**  |
| **Skills & Abilities** | Excellent verbal, listening and written communication skillsAbility to listen and question sensitively whilst maintaining control of the situation.Ability to manage own workload whilst working in a direct access serviceProven team work skills as well as ability to work on one’s ownGood level of IT skills and ability of using a databaseExperience of outcome monitoringSensitive to a range of cultural backgroundsAbility 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** |