Recruitment Information Pack

**Senior Carer Peer Supporter Hub 1**

**30 hours per week**

Welcome to York Carers Centre!

**Thank you so much for your interest in working with us.**

**In this pack you should find all the information you need to find out what we’re about.**

**This includes:**

* More about us, what we believe in and our values
* Our application process
* The Job Description and Person Specification
* What we expect from our staff
* What you can expect from us

Our Organisation

York Carers Centre is an independent charity and a network member of the national Carers Trust. We work in partnership with carers and statutory and voluntary organisations to ensure unpaid carers throughout York have access to confidential information, advice and support. We work with carers to influence positive change in service delivery with local government, employers, schools and health providers.

York Carers Centre supports carers of all ages:

* Adults
* Young adults (18 to 25)
* Young carers (5 to 18)

Our funding comes from a variety of sources, including the National Lottery, and our principal funders are the City of York Council and NHS Humber and North Yorkshire Integrated Care Partnership. We rely on grants from charitable trusts and on donations and fundraising to enable us to deliver specific projects.

Our Vision

Our vision is that unpaid carers, of all ages, in York are valued, recognised and supported to have a good quality of life.

Our Mission

Our mission is to challenge the inequalities unpaid carers face, and ensure carers have access to support and services that reflect their needs and interests.

Our Values

* **Respect** – all people involved with or affected by our services
* **Enabling** – support people to identify and develop solutions to their problems
* **Boundaries** – to retain a professional relationship with all those we seek to support
* **Person-centred** – to provide services that reflect the unique circumstances of each individual
* **Empathy** – to accept and work alongside all those we come into contact with, without prejudice or judgment
* **Integrity** – to be honest and objective in everything we do and communicate openly and honestly
* **Quality** – to constantly improve the quality of the services we provide, through seeking and responding to the views of those we work with

A note from our CEO

Thank you for your interest in York Carers Centre (YCC). Applying for a job can be a big step for a whole range of reasons and we want to try and make YCC a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

This is an exciting opportunity for people who have a genuine interest in using their previous experience to support others, who can work within the boundaries of confidentiality and can work effectively with a wide range of clients, to provide one to one emotional support and group work.

If you can advocate on behalf of vulnerable individuals and have knowledge of the voluntary and statutory services, then you may be the person we are looking for.

This senior role will work alongside statutory and voluntary colleagues, ensuring that carers are identified and supported within the Hub, whilst maintaining the positive reputation of York Carers Centre.

We have included as much information as possible in our pack. If you are interested in this vacancy but are unsure if you should apply, then please do give us a ring. We at YCC would like to find out about the skills, experience and knowledge you can bring but it is equally as important that you find out about us.

We look forward to receiving your application.

Best wishes

**Sharron Smith**

**Chief Executive**

What our staff say about working for us…

*“I feel like I’ve landed on my feet in this role and organisation. It’s such a good ethos and organisation to work for”.*

*“It has been a real pleasure and a privilege to work with the most amazing, hardworking, passionate, awe-inspiring people who all go above and beyond every single day to help carers.”*

*“I have really appreciated the flexibility of working hours/environment and understanding of individual circumstances.”*

*“You have been great. Really appreciate the way you operate so fairly”*

*“I have thoroughly enjoyed my time at YCC, in every team!! I have learnt so much from each and every one of you and continue to be impressed by the work everyone does. YCC is absolutely amazing! The passion and dedication from everyone at YCC is incredible and I hope this continues!”*

*“Looking back over the past 3 years is incredible – the fact that the service survived the pandemic while continuing to offer the highest quality support to so many carers and their families who were at crisis point is a huge achievement and still something I’m still amazed by. Day-to-day the resilience and sheer determination of everyone at YCC to support carers to the best of your abilities is incredible and I’ve learned so much in this role.”*

*“It’s a testament to the culture of YCC that I’ve felt able to ask anyone for support/ advice and being able to work alongside such a lovely bunch of people has been amazing and I’ll miss you all loads!”*

JOB DESCRIPTION

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| **Post:** | **Senior Carer Peer Supporter Hub 1** |
| **Hours:** | **30 hrs per week (excluding lunch breaks)** |
| **Location:** | **Main location: Mental Health Community Hub, Clarence Street. Occasional office/ home working available, and support to be provided to carers in various locations including home visits, local venues etc** |
| **Salary:** | **£29,572 per annum pro rata (Actual salary is £23,977 for 30 hours)** |
| **Contract:** | **Fixed term until 31st March 2027** |
| **Reporting to:** | **Senior Manager for Mental Health** |

**Job Summary**

Working within York Carers Centre Mental Health Team you will provide a dedicated service for unpaid carers in York, helping carers maintain their health and wellbeing through information, advice and support.

The role will specifically support carers of people using the Mental Health Hub and carers who are struggling with their own wellbeing. The role will be part of a multi-disciplinary team working from a Mental Health Hub in Clarence Street, and as such be required to support the overall delivery of the Hub.

This senior role will work alongside statutory and voluntary colleagues, ensuring that carers are identified and supported within the Hub, whilst maintaining the positive reputation of York Carers Centre. It is an exciting opportunity to ensure carers are included and involved in this new service.

This is a Monday to Friday role with some occasional evening work required. There may be some occasions where cover across other hubs may be required.

The post-holder will ensure:

* Carers are identified and recognised and have access to carer peer support through both one-to-one sessions and groups
* Carers have a point of contact through which they can access a range of information, advice and training sessions to help carers maintain their health and wellbeing and give them a better understanding of specific mental health conditions
* Carers are aware of services to support them in their caring roles and of their rights including a Carers Assessment of Need

**Key Responsibilities:**

* Facilitate excellent working relations, becoming an integral part of the Hub team, working alongside professionals from different organisations, to improve the identification and support of carers
* Assist with the overall delivery of the Mental Health Hubs as required
* Provide a point of contact for information, advice and support to carers, making initial contact and coordinating their support
* Possess a willingness to learn about and understand the opportunities and challenges involved in partnership working and system change
* Provide individual support to carers, showing understanding and compassion around the difficulties, they may be facing
* Ensure carers have access to and are aware of their rights including, but not exclusively, statutory assessment
* Empower carers to express their needs and represent them through peer groups, forums, consultations, and meetings with health and social care providers
* Work alongside other Hub team members to ensure carers are included and that their voices are heard in discussions about things that impact on them
* Provide Carer Peer Supporters with necessary support including recruitment, induction, training, supervision, appraisal and work-plans
* Ensure staff are aware of and updated on York Carers Centre policies and procedures, including information governance and safeguarding
* Support the provision of regular focus and peer support groups, and training sessions for carers
* Attend meetings as required
* Collect data, complete grant monitoring/ evaluations, and provide written reports to Managers/funders as required
* Work collaboratively with partners in the Hub team, sharing learning, reflections and actively contributing to the success of the partners as a supportive and effective team

**General requirements:**

**The postholder will be expected to:**

* Possess the essential skills detailed in the person specification
* Maintain personal and professional development to meet the changing demands of the job and participate in appropriate training, regional or national meetings, to learn, share and shape good practice and ideas
* Collaborate as a member of the Hub management team, contribute to team meetings and support the Hub Manager in the delivery of services
* Attend supervisions, appraisals etc to ensure your own support needs are met
* Maintain communication systems within York Carers Centre to enable joint working and managerial oversight
* Adhere to and uphold York Carers Centre’s values, strategic aims, policies and quality standards
* Take an active role in the promotion and increased awareness of York Carers Centre through website, newsletter and promotional materials; presentations, events, including Carers Week and Carers Rights Day
* To be responsible for the application of York Carers Centre Health and Safety Policy and procedures, including carrying out risk assessments for activities and ensuring necessary actions are taken to maintain or improve safety and mitigate risks
* Act with integrity and maintain the highest professional standards at all times
* Maintain a confidential and professional approach to personal, sensitive and organisational information, adhering to Policy and procedures
* Contribute to a culture of equity and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The post-holder may be required to undertake other duties from time to time commensurate with the post. The job description will be reviewed regularly, including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder.

An enhanced DBS check will be required for this post.

PERSON SPECIFICATION: Senior Carer Peer Supporter Hub 1

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|  |  | **Essential** | **Desirable** |
| **Qualifications** | Relevant Degree |  | Yes |
| A good standard of education, GCSE grades C+ above | Yes |  |
| Professional relevant qualifications or working towards eg Health, Social Care, Community Development, Youth & Community |  | Yes |
| **Skills/ Experience** | Experience of caring for someone with mental ill health and knowledge of issues affecting carers health and wellbeing | Yes |  |
| An ability to respond sensitively to carers who may be vulnerable and/or distressed | Yes |  |
| Experience of managing projects and/ or teams |  | Yes |
| Experience of working across statutory and voluntary services and working with a multi-agency approach, to achieve better outcomes |  | Yes |
| Delivering a range of activities and support including 1:1 support and group work | Yes |  |
| Ability to guide and motivate others and act as a role model | Yes |  |
| Effective teamwork and delivering to agreed outcomes | Yes |  |
| Excellent communication skills and the ability to communicate effectively with a range of individuals | Yes |  |
| Maintaining professional boundaries | Yes |  |
| Good organisational skills and the ability to manage time effectively, meeting deadlines and targets | Yes |  |
| Ability to understand and apply confidentiality policies | Yes |  |
| Good IT skills including (but not limited to) microsoft programmes, database and presentations | Yes |  |
| **Knowledge** | Knowledge of Health and Social Care Issues | Yes |  |
| A good understanding of the needs and rights of unpaid carers | Yes |  |
| Knowledge of relevant legislation relating to carers including the 2014 Care Act etc |  | Yes |
| Knowledge/Awareness of Safeguarding | Yes |  |
| Knowledge of risk assessment and the ability to recognise and respond to significant risk | Yes |  |
| **Personal attributes** | Tolerant and understanding with a positive attitude | Yes |  |
| Ability to identify individual needs and be innovative in finding solutions | Yes |  |
| Ability to communicate effectively with the public and professionals | Yes |  |
| Excellent listening, verbal and written skills | Yes |  |
| Self-motivated and energetic and able to work independently and as part of a team | Yes |  |
| Ability to work under pressure to meet deadlines in an organised, efficient and methodical manner | Yes |  |
| Willingness to learn and continue to develop professional skills and knowledge | Yes |  |
| Adaptable and co-operative in working towards achieving the aims of York Carers Centre | Yes |  |
| Can work flexibly including unsociable hours, travelling to and working from a range of outreach venues | Yes |  |

**Application Process**

We want to make our roles as accessible as we can to the widest range of applicants, so we can be flexible to enable people to apply in a way that suits them.

Please use the application on Hireful, however, if you struggle with this, please do let us know and we will discuss with you a way for you to apply.

If you would like to arrange an informal chat, please email Karen Weaver, HR Consultant on [YCCHR@yorkcarerscentre.co.uk](mailto:YCCHR@yorkcarerscentre.co.uk)

Once you’ve submitted your answers, CV and covering letter, we will compare your application to what we’re looking for with our person specification, and if they’re a good fit we’ll contact you for an interview.

References

We will need the name and address of at least two referees from whom York Carers Centre may seek information regarding your suitability for employment. References must include your current employer and any previous employers you have worked for in the last three years (or, if you are a student, your school, college or university). It would be helpful if you would supply an email address wherever possible. Confirmed offers of employment will only be made following receipt of satisfactory references. Referees will not be contacted without your prior approval.

Rehabilitation of Offenders Act (1974)

Please read carefully the policy statement ‘Rehabilitation of Offenders Act (1974)’. A statement giving details of any unspent criminal convictions or any criminal proceeding pending against you and/or any spent convictions, cautions, reprimands and final warnings should be made on the ROA Statement provided and emailed to us with your application form. This post is exempt from the Rehabilitation of Offenders Act (1974).

Declaring a criminal record or other information will not necessarily bar you from appointment. In making a decision, the nature of offence will be considered, how long ago and what age you were when it was committed, and any other factors which may be relevant.

General Data Protection Regulation (GDPR)

In signing and submitting the various forms which make up your application you will be giving your consent to York Carers Centre storing and using the information you provide in accordance with data protection regulations. However, none of the personal information you provide will be shared with any other body outside of York Carers Centre and our HR Consultant.

Enhanced DBS Check

Please note this vacancy will require an enhanced DBS check prior to any offer of employment being made.

**Closing Date for applications: Wednesday 15 October 2025 at 5pm**

**Interview date: Monday 27 October 2025**

What our staff can expect from working with us

We’re a friendly bunch, who are passionate about helping and supporting vulnerable people, we love a challenge and thrive on hard work. So, you’ll be joining a team of likeminded people working together for a common cause. Whether it’s tea and cake in our meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

* **Hybrid working** – Most of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles, but this is usually between 1-2 days week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option
* **Flexible Working Arrangements** – When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible
* **Staff Support** – We offer regular supervision sessions and peer support.
* **Annual leave** – 29 days annual leave (excl. bank holidays) plus a few extra days between Christmas and New Year when the office is closed. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave (including carers leave)
* **Generous pension contribution** – York Carers Centre pay 6% employer pension contribution
* **Learning and Development opportunities** – We are keen to provide all employees with the skills and learning they need to successfully deliver their roles and develop their careers with York Carers Centre
* **Working in a values-based organisation** – We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together