

# Gaddum

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## Adult Carers Outreach and Development Worker

**Job description:** Adult Carers Outreach and Development Worker

**Job Title:** Adult Carers Outreach and Development Worker

**Responsible to:** Chief Executive & Gaddum Board

**Accountable to:** Carers Salford Programme Manager

**Reporting to:** Adult Carers Coordinator

**Location:** Across Salford and based from Gaddum, 6 Great Jackson Street, Manchester, M15 4AX. & other service delivery sites as appropriate.

**Salary:** £21,589 per annum

**Working hours:** 35 hours per week with flexible working required to suit the needs of the role

### Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

### Job Summary

The role of the Outreach & Development Worker will be to ensure carers from a wide variety of backgrounds across all of Salford are aware of their rights and receive the support and services they need at the right time, and in appropriate places. The job holder will provide outreach support to carers including hospital and community venues and will report to the Outreach & Development Coordinator in enhancing the offer across Salford.

### Job Purpose

The role will focus on the outreach provision, being based at different venues across the City; hospitals, community venues, mental health settings and others accessed by people with caring responsibilities. The role will include the continued development of the service, assisting with the creation of resources and training. The role will develop an involvement offer; ensuring carers are at the forefront of service change and service offer.

# Gaddum

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## **Main Duties and Responsibilities**

- To identify carers in specific localities
- To identify carers in hospital settings and help to support them by offering an intensive package of tailored support including a carer's assessment
- To identify carers and help to support them in their caring role, both as individuals and in groups across Salford
- To develop a proactive Carers Service that raises carers issues and their needs on local, regional and national agendas
- To provide access to information and advice to carers within their localities
- To work closely with a range of diverse community groups and organisations seeking to ensure that carers from these groups are aware of their rights and how their needs can be met
- To support and enable carers and former carers to participate in the design and development of health, social care, and community services
- Work as part of the team developing and contributing to the provision of services for carers and providing support to carers in Salford
- Work a range of hours to provide operational cover when the service is expected to be open
- Help to identify carers, liaising with specialist professionals to ensure the assessment of carers' needs and the provision of appropriate support
- Liaise with, work alongside existing support groups, and facilitate the development of further groups
- To maintain a clear record of all activities with individual carers via the recording system used by the service
- Participate as directed in the day-to-day running of the Carers' Service
- To keep up to date with carer related developments in government and local authority policy, and all other organisations working with carers
- Work with stakeholders and partners on the development of new services and activities for carers in Salford.
- Encourage and contribute to the development and accessibility of services for Carers in Salford.
- Ensure the involvement and consultation of Carers
- Contribute to the newsletters, website, and meetings
- Participate in joint activities e.g. National Carers Week, open days, and other promotional activities.

## **Other duties and responsibilities**

- To represent Gaddum at external meetings and events
- To maintain awareness of local, regional, and national issues relevant to the objectives and expectations of the Charity
- To meet regularly with Head of Operations for supervision
- To organise and attend meetings as required by the Head of Operations
- To undertake additional duties within the competence of the post holder as required by the Head of Operations
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required

# Gaddum

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- Explore possibilities for business development of service areas in collaboration with the Head of Development & Partnerships

The post-holder will be required to undertake other tasks as reasonably directed by the Programme Management and Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.

# Gaddum

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## Person Specification- Adult Carers Outreach and Development Worker

Criteria	Essential	Desirable	Assessed*
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Hold a relevant professional qualification or equivalent relevant experience.</p> <p>Evidence of continuous professional development.</p> <p>Experience of providing support to vulnerable individuals.</p> <p>Experience of undertaking risk assessments.</p> <p>Experience of advocating on behalf of service users.</p> <p>Understanding of the needs of carers and the issues around access /barriers to services faced by some members of the community</p>	<p>Educated to degree level or equivalent.</p> <p>Experience of delivering training to professionals.</p> <p>Experience of carers assessments</p>	A, I, T

# Gaddum

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<b>Knowledge &amp; Experience</b>	<p>Excellent understanding of Safeguarding processes and procedures.</p> <p>Understanding and awareness of the needs of carers.</p> <p>Good knowledge and experience of statutory services.</p> <p>Good understanding of the structure of community care, health, and voluntary sector.</p> <p>Understanding of issues affecting carers.</p> <p>An understanding of Equality and Diversity duties in the workplace.</p> <p>Ability to demonstrate commitment to, ensuring equal opportunity.</p>	<p>One year's experience of directly working with or supporting carers</p> <p>Experience of inputting data onto a database</p> <p>A good knowledge of agencies, organisations, and professionals with a Greater Manchester remit.</p> <p>An understanding of contracts, monitoring, and reporting.</p>	<b>A, I, T</b>
<b>Skills &amp; Abilities</b>	<p>Excellent verbal and written communication and negotiation skills.</p> <p>Ability to work in multi-disciplinary settings and working in partnership with other professionals, agencies/organisations, and a range of stakeholders.</p> <p>The ability to build and maintain relationships with key stakeholders. Good understanding of relevant legislation relating to carers.</p> <p>Good communication skills, ability to communicate with a wide range of people.</p> <p>Excellent IT skills including effective use of databases.</p> <p>Extremely well organised, able to prioritise and plan own work; take responsibility in decision making, and work to tight deadlines.</p>	<p>Experience in presenting information in a variety of formats for different audiences.</p> <p>Ability to create and deliver presentations to professionals.</p> <p>Excellent presentation skills.</p>	<b>A, I, T</b>

# Gaddum

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<b>Attitudes &amp; Values</b>	A commitment to Gaddum values. A commitment to equality and diversity. Flexible and positive work ethic. The post holder must display integrity, honesty, and good judgement.	Knowledge of Gaddum and its services.	<b>A, I</b>
<b>Others</b>	Flexible approach to working hours to meet the needs of the service	Ability, with advance notice, to work evenings & weekends if required by the organisation	<b>A, I</b>