

Job Description: Carers Manchester Contact Point Support Worker

Job Title: Carers Manchester Contact Point Support Worker

Responsible to: Carers Manchester Contact Point Co-ordinator

Accountable to: Head of Development & Innovation

Reporting to: Carers Manchester Contact Point Co-ordinator

Salary: £21589 per annum

Hours: 35 Hours (worked on a rota basis between 8.30 – 5.30
Monday – Friday, with additional flexible working required
to suit the needs of the role)

Location: Home Working/Gaddum House, 6 Great Jackson Street
Manchester

Context –

Gaddum, working with Wai Yin, LMCP and Manchester Carers Forum have been delivering Carers Manchester Contact Point, (CMCP) since August 2020, which offers Manchester carers an initial point of contact for accessing advice and support in the City

The Partners

Gaddum

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.

LMCP

LMCP has been supporting South Asian carers in Manchester since 1990 through outreach work, monthly meetings of our Asian Carers' Group, self-help groups and training. We take a holistic preventative approach that involves supporting the individual (carer), the family and the wider community. We work in partnership with others including commissioners and health and social care professionals to help ensure services reflect the diverse needs of Manchester's carers."

Manchester Carers Forum

"Carers spend their entire lives putting others first, and as a result can often end up feeling insignificant, isolated and ignored. Feelings of failure and anger, and of constant worry are common.

Our goal is to provide carers with a collective voice, and to provide the reassurance that someone is listening. Just knowing that someone cares can be a lifeline. With our support groups, training, mentoring and fun activities and advocacy for carers we aim to be that lifeline."

Wai Yin

Wai Yin's mission is to reach and empower people achieve better lives and create opportunities to overcome barriers.

- Providing information and advice services to carers,
- Supporting carers with complex issues from Chinese and BME communities,
- Supporting carers access culturally appropriate services

Job Summary

Gaddum, working with Wai Yin, LMCP and Manchester Carers Forum have been delivering the Carers Manchester Contact Point, (CMCP) which offer Manchester carers an initial point of contact for accessing advice and support in the City for the past year

The role of Support Worker will have responsibility for delivering advice and support to Manchester carers who contact the CMCP and ensuring that they receive appropriate signposting or referrals based on their individual need. Access to the service is offered through a number of routes including a telephone helpline which is be available from 10.00 am – 4.00 pm Monday – Friday.

Each of the partner organisations described hosts one worker. The post advertised, will be hosted and employed by Gaddum

Job Purpose

The aim of this role is to be part of a team providing a comprehensive information, advice and support service to carers in Manchester

The post holder will work alongside colleagues from Gaddum, Wai Yin, LMCP and MCF and other organisations to be the first contact in a busy service providing advice via a telephone advice line and managing referrals made through digital sources. They will provide information and advice immediately where possible, and refer more complex issues to the appropriate agencies delivering the Carers Manchester Pathway.

Key responsibilities

Development and Delivery of the service

- To support the delivery of the Carers Manchester Contact Point 'single point of access' Advice Line.
- To deliver independent, impartial and confidential information, advice and support through a range of means including telephone, email, letter and on-line chat
- To work as a member of a team of Carer Support Workers providing accurate, up to date, carer-focussed information, advice and support that enables and empowers people.
- To support carers, including those from Chinese and BME communities with understanding their rights and options, problem solving, successfully navigating health and social care systems and where necessary signposting carers to a range of other sources of specialist information and support.
- To work in a person centred way and empower others to access the support they need and make choices appropriate for them.
- To support the delivery of cultural awareness training, in order to share useful learning with other organisations or professionals through attending events and conferences on a local level.
- To provide knowledge to colleagues and be an expert source of information to the project as a whole.
- To help carers, including those from Chinese and BAME communities, access additional support, for example financial support via applications to external trusts and funding streams.
- To develop and maintain relationships with key organisations offering carers support, including statutory and voluntary sector organisations.
- To maintain up-to-date knowledge of current health and social care policies and practice.
- To maintain accurate, up to date records of carers in touch with the service, using the CMCP database and other necessary monitoring processes.
- To support the delivery of the CMCP communication plan
- To represent CMCP in relevant local forums.

- To be the link between each of the Partner Organisations and the CMCP

Other Duties and Responsibilities

- To complete specific tasks allocated through work plans, project plans and the business plan.
- To provide monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- To be involved in producing information for annual impact reports.
- To actively engage in ongoing personal and professional development, making full use of supervision, appraisal and learning opportunities.
- To act at all times to promote equality and diversity ensuring inclusive and integrated services.
- To seek advice, support and guidance as required
- To encourage service users to be aware of the full extent of Carers Manchester Network services.
- To maintain a general understanding of the work of the whole organisation and attend team meetings/events.
- To adopt a flexible approach to working patterns to suit the needs of the role and responsibilities as required.

The post-holder will be required to undertake other tasks as reasonably directed by the CMCP Co-ordinator, 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 of Gaddum's policies and procedures as they relate to delivery of the CMCP

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Person Specification- Carers Manchester Contact Point; Support Worker

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.	A
Knowledge & Experience	<p>Knowledge of the Welfare Benefit system particularly those that affect carers</p> <p>Knowledge of legislation that affects carers</p> <p>A clear understanding of the issues affecting carers and their support needs</p> <p>At least one years-experience of working within the advice/information field or hold relevant qualification in Information Advice and Guidance</p> <p>Experience of report writing and record keeping</p> <p>Understanding of the ethos of the voluntary and community sector</p> <p>Understanding of Child and Adult Safeguarding policies</p> <p>Understanding of the needs of carers and of the issues around access /barriers to services faced by some members of the community</p>	<p>One years-experience of directly working with or supporting carers</p> <p>Experience of inputting data onto a database</p>	A, I

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Skills & Abilities	<p>Excellent verbal, listening and written communication skills</p> <p>Ability to listen and question sensitively whilst maintaining control of the situation.</p> <p>Ability to manage own workload whilst working in a direct access service</p> <p>Proven team work skills as well as ability to work on one's own</p> <p>Good level of IT skills and ability to use a database</p> <p>Sensitive to a range of cultural backgrounds</p>		A, I, T
Attitudes & Values	<p>A commitment to Gaddum values.</p> <p>A non-judgemental attitude.</p> <p>Flexible and positive work ethic.</p> <p>Demonstration of a commitment to equality and diversity.</p>	<p>Understanding of support, advice & guidance practice principles</p>	A, I
Others	<p>Flexible approach to working hours to meet the needs of the service.</p>	<p>Ability, with advance notice, to working evenings & weekends if required by the organisation.</p>	A, I