

Gaddum

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Job Description: Carers Manchester Network (CMN)– Learning and Development Programme Project Worker

Job Title: Project worker
Responsible to: Chief Executive & Gaddum Board
Accountable to: Head of Development & Innovation
Reporting to: Carers Manchester Network Coordinator
Salary: £21,589 per annum
Hours: 35 Hours
Location: Remote / Gaddum House

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 CMN Learning and Development (L&D) programme is commissioned by Manchester Health Care Commissioning to deliver learning opportunities to unwaged carers in the city. The programme has been ongoing since 2017 and has been extended to run until July 2022. Learning opportunities come in the form of workshops, ranging from first aid training to cooking and exercise classes, currently being delivered remotely. In its final 12 months the programme intends to reinstate face to face workshops and enhance its delivery of opportunities to young carers.

This programme sits within the Carers Manchester pathway, which acts as a key referral point. Workshops are often delivered in collaboration with Carers Manchester network organisations and their new and existing support groups.

The Carers Manchester Network Learning and Development Project Worker will provide a range of functions which support the delivery of the Carers Manchester Learning and Development programme, including delivery of 1.1 support with carers following their attendance at a Being a Carer workshop and Project Work which supports the delivery of the whole programme

This involves working extensively with Statutory, Voluntary sector partners and within the existing carers Manchester services to enhance the support that is offered to carers in Manchester

Job Purpose

Fulfilling the role will require the development and management of effective relationships with Network members and a range of partners and community based organisations in Manchester.

The role will be split between carers support work and project work associated with the programme.

Support work

Delivering bespoke follow on support to carers who have attended the Being a Carer workshop or completed the equivalent E-Learning programme. This will also include attendance (both virtual and face to face), at Being a Carer workshops, engaging with carers and supporting the lead facilitator. Support work, which can be classed as short term may include;

- emotional support
- goal setting
- advocacy
- sourcing grant applications.
- signposting or referring for additional support

Project work

This will involve working alongside Learning and Development staff to deliver key elements of the programme in its final 12 months of delivery. This will include;

- Supporting programme evaluation
- Scheduling and booking new workshops (including young carers)
- Managing referrals
- Supporting with carers consultation activities
- Undertaking outreach and engagement activities

Delivering these key tasks will involve working collaboratively with all partners,

stakeholders and carers in to order to deliver high-quality and safe services for carers.

Main Duties and Responsibilities

Learning and Development Programme

- To deliver high quality, structured and time managed 1.1 support to carers.
- To support the delivery of the CMN's Learning and Development programmes through assisting with the organisation of new, and the review of existing workshops and e-learning offers.
- To attend Being a Carer in Manchester workshops and supporting delivery of them
- To work alongside the external evaluator & CMN Coordinator to produce a final evaluation of the programme
- To work alongside the Local Authority to develop a young carers offer within the programme
- To work alongside the programme administrator to support safe and COVID secure face to face workshop delivery.
- To support day to day delivery of workshops and ensure their compliance with COVID-19 Guidelines.

Other Duties and Responsibilities

- To work alongside existing staff within Carers Manchester to ensure carers support works smoothly between services.
- 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 bi-monthly board meetings.
- 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 Gaddum's 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 Carers Manchester Network Coordinator, 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

Person Specification- Carers Project Worker

Criteria	Essential	Desirable	Assessed*
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>At least one years' experience of support work with adults and/or carers specifically.</p>	<p>Educated to degree level or holds an appropriate professional qualification or equivalent relevant experience.</p> <p>Social Work qualification.</p>	A, I, T
Knowledge & Experience	<p>Experience of delivering and monitoring projects including working with external bodies.</p> <p>Experience of planning and management of long term projects.</p> <p>Evidence of continuous professional development.</p> <p>Experience of case work with vulnerable individuals.</p> <p>Experience of advocating on behalf of service users.</p> <p>A robust understanding of Safeguarding processes.</p> <p>Knowledge of statutory services.</p> <p>Knowledge of the structure of Adult social care and the health and voluntary sector.</p> <p>Knowledge of issues affecting carers.</p> <p>An understanding of Equality and Diversity duties in the workplace.</p> <p>Understanding of, and demonstrable commitment to, ensuring equal opportunity.</p>	<p>Experience of delivering training to professionals.</p> <p>Experience of advocating on the behalf of service users.</p> <p>Experience of undertaking risk assessments</p> <p>Experience of managing complex cases.</p> <p>A good knowledge of agencies, organisations and professionals with a Manchester/Greater Manchester remit.</p> <p>An understanding of substance misuse and the potential impact this can have.</p> <p>An understanding of non-statutory advocacy.</p> <p>An understanding of mental health and wellbeing.</p>	A, I, T

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Skills & Abilities	<p>Excellent verbal and written communication and negotiation skills.</p> <p>Excellent presentation skills.</p> <p>Experience of report writing.</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 understand relevant legislation relating to carers.</p> <p>The ability to build relationships with carers</p> <p>Good IT competence, including knowledge of word-processing and databases.</p> <p>Very well organised, able to prioritise and plan own work; take responsibility in decision making, and work to meet deadlines.</p>	<p>Experience of presenting information in a variety of formats for different audiences.</p> <p>Ability to create and deliver presentations to professionals.</p>	A, I, T
Attitudes & Values	<p>A commitment to Gaddum values.</p> <p>A commitment to equality and diversity.</p> <p>A non-judgemental attitude.</p> <p>Flexible and positive work ethic.</p> <p>The post holder must display integrity, honesty, and good judgement.</p>	Knowledge of Gaddum and its services.	A, I
Others	<p>Ability to travel independently throughout Manchester.</p> <p>Flexible approach to working hours and ability to work unsociable hours (evenings and weekends) to meet the needs of the service.</p>	Use of own car.	A, I