# Gaddum

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| **Job title:** | Community Engagement Worker (Getting Help) |
| **Accountable to:** | Chief Executive |
| **Responsible to:** | Therapy Services Manager (Adults) |
| **Reporting to:** | Getting Help Team Leader |
| **Location:** | Office base at Lock 50, Rochdale (Service is currently operating remotely) |
| **Salary:** | £21,589 |
| **Working hours:** | 35 hours per week |
| **Contract:** | Permanent |

## 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

To be a key member of Gaddum's provision of the Getting Help element of Thinking Ahead (the central adult Primary Care Mental Health Pathway in Heywood, Middleton and Rochdale, in partnership with Big Life Group and Pennine Care NHS Trust).

To provide social and practical support to adults with common mental health conditions virtually and/or in community settings across Heywood, Middleton & Rochdale, including assessment of needs, support planning, and onward referrals (external and internal). This may include working with adults that are already in therapy, are awaiting therapy or have recently completed therapy either within Thinking Ahead, or in some cases externally.

## Job Purpose

The post holder will work within a multidisciplinary pathway and carry a case load providing 1:1 support across community venues across HMR, and creating support

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plans for individuals accessing the Getting Help part of the pathway. This will include social prescribing, signposting and onward referrals, as well as assisting individuals overcome barriers which have prevented them from accessing services in the past. The role may also occasionally include group work – and, on occasion, evening and weekend working to suit business needs.  Work provided will be within strict timescales in order to manage risk appropriately and prevent dependency on workers.

The role will include collaborative work with the partner organisations within Getting Help, our partners within Thinking Ahead, and other organisations providing support to our client groups across HMR. This includes participating in drop-in sessions, working within the community neighbourhood teams, delivering training externally and internally, and presenting around the work delivered by Getting Help.

## Key Responsibilities

- To participate in a multi-disciplinary triage process, allocating referrals across the Thinking Ahead pathway, alongside Big Life and Pennine Care staff.
- To undertake initial assessments and assist appropriate allocations to Getting Help and the rest of the Thinking Ahead pathway using agreed outcome and support planning measures.
- To provide 1:1 support for social welfare issues, where these are the main impacting on the service users' mental well-being and signpost where appropriate.
- To ensure client work is kept to within 4 sessions within a maximum 8-week window. Extensions can be granted on a case by case basis after discussion with Getting Help Team Leader.
- To provide drop-ins within the community, both to promote the service to professionals and service users, and to encourage referrals to Getting Help and Thinking Ahead.
- To work collaboratively with service users in 1:1 sessions and create support plans, which help meet short-term needs, and also assist the service user to achieve mid and long-term goals.
- To ensure all direct and indirect work with service users aims to build independence and resilience.
- To refer onto other steps of the pathway where clients are deemed to not be appropriate for Getting Help.
- To ensure that case records are appropriately maintained and updated using relevant CRM systems, in line with Thinking Ahead and Gaddum guidelines and policies.
- To participate in events within the community, and to actively promote increased access to Getting Help and the wider Thinking Ahead pathway.
- To build and maintain collaborative working relationships with Getting Help partners, and colleagues within the Thinking Ahead partnership.
- To build and maintain relationships with external organisations, with the aim of creating practical support plans for service users, and increasing access to

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services across HMR.

- To ensure attendance to appropriate case management, and to ensure that client work is conducted within the policies and procedures set by Gaddum and Thinking Ahead.
- To support and work with the Getting Help Team Leader and Adult Therapy Services Manager and the team to drive continuous improvements to service delivery.
- To assist in the development of the Getting Help element of the pathway, which includes working with other VCSE organisations to enhance the wellbeing and resilience of their service users. This includes setting up and/or delivering support groups and drop-ins in the community including representation of the wider pathway at prevalence events.

## Organisational Responsibilities

- 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 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 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.

| Criteria | Essential | Desirable | AIT* |
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| Qualifications & Experience | • Maths and English GCSE at grades C or above (or equivalent qualification).<br>• Experience of providing practical support to individuals.<br>• Evidence of continuous professional development.<br>• Experience of collating and preparing data for reports | • Experience of working in the voluntary sector and/or mental health sector at a practical level.<br>• Experience of one to one client work.<br>• Experience of providing support to people with experience of common mental health difficulties. | A |
| Knowledge | • A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.<br>• Knowledge and understanding of mental health issues and their impact on people.<br>• Understanding of, and demonstrable commitment to, ensuring equal opportunity.<br>• An understanding of Equality and Diversity duties in the workplace.<br>• A robust understanding of confidentiality.<br>• An understanding of safeguarding. | • Knowledge of structure of community care, health and voluntary sector.<br>• Knowledge of provision of practical support.<br>• Knowledge of statutory services and welfare rights.<br>• Knowledge of Gaddum<br>• Understanding of advice, support and guidance | AIT |
| Skills and Ability | • High quality ICT skills and proficiency especially in the use of Microsoft Office.<br>• Experience of using database systems for record keeping and the management of data.<br>• Demonstrable ability to communicate and build effective relationships with a wide range of people.<br>• Excellent verbal and written communication and negotiation skills.<br>• Very well organised, able to prioritise and plan own work and work to meet deadlines.<br>• Ability to deal with external enquiries, which may at times be of a distressing nature.<br>• Ability to work well within a team | • The ability to build and maintain relationships with external stakeholders.<br>• Have experience of working within social and health care services.<br>• Experience of one to one client support work.<br>• Experience of running and hosting group support events.<br>• Experience of managing and maintaining a client caseload. | AIT |

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| **Attitudes & Values** | • Committed to equality & diversity<br>• Committed to the values of Gaddum<br>• Non – judgmental attitude<br>• A flexible & positive work ethic | | **AI** |
| **Others** | • Ability to travel throughout the areas where services are being delivered<br>• Ability to work flexibility as required | | **AI** |