

# Gaddum

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**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:** Assistant Head of Operations  
**Reporting to:** Carers Manchester Contact Point Co-ordinator  
**Salary:** £22,183 per annum (Fixed term contract to March 31<sup>st</sup> 2023 with possibility of extension)  
**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:** Greenfish Offices, Manchester, with some home working

## Context

Gaddum, working with Wai Yin, LMCP and Manchester Carers Forum where awarded a contract to develop and deliver the Manchester Carers Contact Point, (CMCP) which launched in August 2020 and offers Manchester carers an initial point of contact for accessing advice and support in the city.

We are now looking to recruit an additional member of staff to the team so that we can develop the financial support we can offer to carers. The post holder will help to identify and apply to suitable funds and charitable grants on carers behalf.

## 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 awarded a contract to develop and deliver the Carers Manchester Contact Point, (CMCP) which will offer Manchester carers an initial point of contact for accessing advice and support in the City

The role of Support Worker will have responsibility for delivering advice and support to Manchester carers who contact the MCCP and ensuring that they receive appropriate signposting or referrals based on their individual need. They will play a key role in supporting carers to apply for relevant grants and financial assistance. Access to the service will be offered through a number of routes including a telephone helpline which is currently from 10.00 am – 5.30pm Monday – Friday with extended opening hours to 6.00 pm on Wednesdays

## **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 Manchester Carers 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 support the service to identify suitable grants and trusts for Carers and to take responsibility for applying to these on carers behalf
- To take responsibility for managing applications to the Carers Emergency Fund
- 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 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 with the recruitment and supervision of volunteers working with the Contact Point
- To provide knowledge to colleagues and be an expert source of information to the project as a whole.
- 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.

## **Other Duties and Responsibilities**

- To complete specific tasks allocated through work plans, project plans and the business plan.
- To work in partnership with Gaddum's welfare rights and money advice worker
- 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

## 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.  Experience of completing applications for charitable grants and benevolent funds  Experience of welfare rights and money advice work  Qualification in Advice work  Educated to degree level, equivalent professional qualification or relevant experience.	Application

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<b>Knowledge &amp; Experience</b>	<p>Knowledge of the Welfare Benefit system particularly those that affect carers</p> <p>Knowledge of charitable grants and benevolent funds that support carers and their families</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> <p>Experience of working with volunteers</p>	<b>Application/ Interview</b>

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<b>Skills &amp; Abilities</b>	<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 of using a database</p> <p>Experience of outcome monitoring</p> <p>Sensitive to a range of cultural backgrounds</p>		<b>Application / Interview / Test</b>
<b>Attitudes &amp; Values</b>	<p>Committed to the values of Gaddum.</p> <p>Non-judgmental attitude.</p> <p>A flexible &amp; positive work ethic.</p> <p>Demonstration of a commitment to equality and diversity</p>	<p>Understanding of support, advice &amp; guidance.</p>	<b>Application/ Interview</b>
<b>Others</b>	<p>Flexible approach to working hours to meet the needs of the service.</p>	<p>Ability, with advance notice, to working evenings &amp; weekends if required by the organisation.</p>	<b>Application/ Interview</b>