

Gaddum



Job Description: Salford Carers Programme Manager

Job Title: Salford Carers Programme Manager

Responsible to: Chief Executive & Gaddum Board

Accountable to: Head of Operations

Reporting to: Head of Operations

Salary: £32,910 per annum

Hours: 35 Hours (with flexible working required to suit the needs of the role)

Location: Gaddum, Royce Road, Hulme, MANCHESTER. M15 5BJ

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 across four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

Job Summary

The Carers Salford Programme Manager will lead the development and operational management of Gaddum Carers Salford. This will require close attention to the wider carers strategy and agreed contract workplan. It will also involve the close stakeholder engagement management of key referring, commissioning and community partners.

Job Purpose

To provide strong, solution focused, operational leadership and ultimately ensure that carers receive a truly transformational and inspiring offer across Salford. This will involve proactive engagement with external stakeholders including carers, commissioners, community groups and referrers to ensure the model provides the right support and information to carers living within and across Salford's diverse communities.

The postholder will also work collaboratively with internal stakeholders to ensure Gaddum Carers Salford is aligned to Gaddum's strategies and ongoing workplans.

Main Duties and Responsibilities

Operational Management

- Overall management of the Gaddum Carers Salford, reporting to the Head of Operations as overall contract manager,
- Lead on the ongoing monitoring and development of the Salford Carers Programme across the Local Authority, working to agreed operating guidelines and using project management tools to assist,

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- Work with stakeholders across Gaddum to ensure Carers Salford operational delivery sits within Gaddum's agreed best practice guidelines, as instructed by Policies, Processes and Standard Operating Procedures,
- Work with central support to ensure marketing of Gaddum Carers Salford is comprehensive and constantly reviewed to ensure the effective promotion of the service,
- Work with the Head of Development & Innovation in realising the Business Development Strategy (when applicable),
- Manage any designated office space, and use of buildings related to contract delivery, ensuring statutory compliance requirements are met,
- Participate in internal cross team working groups and identify opportunities for joint working in order to improve the understanding and support needs of Carers across Greater Manchester.

Finance & HR

- Line management and supervision of the following posts:
 - Young Carers Coordinator
 - Adult Carers Coordinator
 - Carers Volunteer & Involvement Worker
- To be responsible for the allocation of line management and supervision pathways of Gaddum Carers Salford, ensuring colleagues are supported within the service structure,
- Direct the implementation of performance improvement measures where necessary,
- To maintain close monitoring of expenditure in line with planned account and support direct reports to understand and work within agreed budgets,
- To maintain an awareness of the current financial constraints and support others to adhere to organisational finance regulations,
- Ensure that services and staff are operating and adhering to Gaddum Policies & Procedures and best practice Standard Operating Procedures,
- Work alongside the Business Support Team to ensure all HR processes and procedures are adhered to,
- Support existing Student Social Work Placement pathways to enhance the offer and reach of services to communities,
- To support induction for new staff, students or volunteers and provide regular supervision and annual appraisal.

Quality Assurance

- Monitor and report on the performance of the programme and ensure all internal and external performance targets / expectations are not only achieved, but that the service works towards exceeding them,
- To ensure the ongoing and comprehensive Governance processes for the delivery of the Gaddum Carers Salford and facilitate its successful operation,
- Utilise monitoring systems to carry out effective evaluation and impact of the service. This includes taking instruction, as agreed by the Head of Operations, from commissioners as to evaluation priorities for the service,
- Develop performance plans and review targets so that all elements of the service deliver the best service possible,
- Carry out horizon scanning and develop knowledge of best practice within service development and other carers services,

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- Develop and deliver systems which ensure carers are involved in service implementation, development and design,
- Ensure all pathway delivery partners are complying with agreed governance procedures and have quality assurance mechanisms in place.

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 be flexible in supporting the needs of the organisation, including the provision of cover and support to colleagues within other Gaddum services when required,
- Represent Gaddum at any relevant external working groups, events and meetings where appropriate,
- Support and encourage service users to be aware of the full extent of Gaddum's services,
- Maintain a general understanding of the work of the whole organisation and attend team meetings/events,
- Undertake cross organisational duties commensurate with the leadership element of the role in supporting wider organisational functions,
- 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 Senior Leadership Team, which will usually be 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.

Salford Carers Programme Manager

Criteria	Essential	Desirable	Assessed*
Qualifications / Experience	<p>Maths and English GCSE at grades C or above (or equivalent qualification)</p> <p>Educated to degree level, equivalent professional qualification or relevant experience</p> <p>At least one year's experience of line managing</p> <p>Experience of managing team(s) to an agreed contract or workplan</p> <p>Experience of project management in relation to services</p>	<p>Evidence of continuous professional development</p> <p>Qualifications or vocational training in management</p> <p>Health / social care practitioner qualification</p> <p>Qualifications or experience of training delivery</p> <p>Experience of managing health and social care services</p> <p>Experience of managing a range of programmes of work or at a middle management or senior management level</p>	<p>AIT</p>
Skills and Abilities	<p>Ability to performance manage and implement other HR processes where required</p> <p>Skilled in assessing risk & ensuring appropriate and robust governance</p> <p>Ability to deliver a service against agreed contract</p> <p>Skilled in monitoring and data analysis</p> <p>Ability to work effectively as a team leader and team member</p> <p>Excellent oral, written and communication skills with ability to draft and present reports</p> <p>Excellent interpersonal skills with ability to quickly build a rapport & working relationships with stakeholders at all levels</p> <p>Skilled in negotiation, influencing and problem solving</p>	<p>Knowledge/ Experience of working in health & social care sector</p> <p>Knowledge/experience of working in the voluntary & community sector in particular within the Salford area</p> <p>Knowledge and experience of financial management</p> <p>Knowledge of equality and diversity</p>	<p>AIT</p>

*A: Application

I: Interview

T: Test

Gaddum ... Advocacy

Person Specification

	Ability to manage concurrent deliverables and work under pressure on a daily basis		
Knowledge	<p>Knowledge and experience in managing budgets and analysing financial information</p> <p>Demonstrably IT literate including proficiency in all aspect of Microsoft Office</p> <p>A significant awareness of the issues faced by unwaged carers</p> <p>An understanding and passion for co-production and empowerment</p>	<p>Ability to lead, motivate and manage a diverse team</p> <p>Knowledge of Salford and Greater Manchester partner organisations and services</p> <p>Knowledge of relevant legislation, policy & guidance relating to Gaddum services</p> <p>Knowledge of practice issues for relevant professional groups</p> <p>Knowledge and experience of information management systems</p>	AIT
Values and Personal attributes	<p>Passionate and committed to equality & diversity</p> <p>Committed to the values of Gaddum</p> <p>Non – judgmental attitude</p> <p>A flexible & positive work ethic</p> <p>Demonstrable commitments to high professional and quality standards</p> <p>Strong attention to detail and highly organised approach to work</p> <p>Solution focused attitude and a drive to support others around to emulate the same</p> <p>Self-motivated</p>	<p>Knowledge of Gaddum</p> <p>Understanding of support, advice & guidance</p>	AI
Other Requirements	<p>Ability to travel independently throughout the areas where services are being delivered</p> <p>Prepared to travel regionally or nationally in role for Gaddum</p> <p>Some evenings & weekends for flexible working maybe required to suit the needs of the role</p>	<p>Use of own car</p> <p>Flexible approach to working hours to meet the needs of the service</p>	A

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