

# Gaddum



<b>Job Description:</b>	Labyrinth Project: Team Leader
<b>Accountable to:</b>	Chief Executive
<b>Responsible to:</b>	Assistant Head of Operations
<b>Reporting to:</b>	Adult Therapy Service Manager
<b>Location:</b>	Salford (Service is mainly operating remotely)
<b>Salary:</b>	£27,741
<b>Working hours:</b>	35 hours per week
<b>Contract:</b>	Fixed term until 30th April 2023 (initially dependent on future funding).

## Background

Gaddum in partnership with Europaia and The Melissus Project, funded by Salford CCG Innovation Fund, are working together to develop a new intervention service for the EU National communities of Salford. The “Labyrinth Project’ aims to support the most vulnerable and out of reach communities within Salford, with a particular focus on Central and Eastern European Nationals. The service will provide community drop-ins, one-to-one support, and coordinate education & wellbeing empowerment sessions across Salford.

## 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.

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 and offer support in three main service areas: Advocacy, Carers and Therapy.

## Europaia

Since 2008, [Europaia](#) has been empowering, supporting, training and representing European nationals in Greater Manchester.

We provide free welfare advice, legal surgery, and immigration advice in a culturally appropriate way, in multiple languages. Our advice staff help clients overcome inequalities in accessing services, educates them about their rights, in some cases refer clients to expert, culturally sensitive partners, and services. We focus on clients as complete individuals and in doing so, help them to address multiple needs arising from their vulnerable circumstances.

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## **The Melissus Project CIC**

[The Melissus Project's](#) has been operating since 2018 and was formed as a direct response to the need for weekend services identified by communities with lived experience of trauma and loss. Our primary purpose is supporting people with housing issues and / or complex needs.

Our Saturday afternoon drop-in sessions are now an established provision and the model has been transferred to other homelessness Projects.

The Melissus Project utilises a person-centred approach which holds at its core compassionate presence and an awareness of trauma as the cause of many of the coping strategies and symptoms which lead to dissociative behaviour, social isolation and often debilitating mental state.

## **Job Summary**

Gaddum, in partnership with Europaia and The Melissus Project, are working collaboratively together to deliver the Labyrinth Project in Salford funded by the Salford CCG Innovation Fund.

This programme will involve the delivery of culturally appropriate support and community advocacy to EU Nationals in Salford.

The aims of this programme are to:

- Support the most vulnerable and out of reach communities of Salford
- Increase people's knowledge around their own wellbeing and increase their access to support services.

Gaddum will deliver this programme in partnership with:

- Europaia, who will act as the Project Lead work alongside the Adult Services Manager to provide project management.
- Gaddum will provide overall governance and management of the programme as well as employing a community connector role.
- The Melissus Project, who will coordinate the community drop-in sessions

The Labyrinth Project Team Leader is responsible for the development, management and supervision of the programme. The role will be employed by Gaddum but will be seconded to Europaia, to be part of their leadership team.

The Team Leader will carry a small caseload providing practical and social support to people with complex health and social care problems for EU Nationals, both remotely and in community settings across Salford, including assessment of needs, support planning, and onward referrals (external and internal).

The role will include collaborative work with the partner organisations across Salford as well as working with Labyrinth Partners and linking into internal Gaddum services

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which operate in Salford. This includes establishing and facilitating Education & Wellbeing Empowerment sessions, providing support for the one-to-one case work and supporting the community drop-in sessions when needed.

## **Job Purpose:**

The post holder will provide line management support to staff within this team, ensuring effective case management and supervision. The role will include supporting and working with the Adult Therapy Services Manager and other team members to drive continuous improvements to service delivery as well as ensuring monitoring reports are completed in line with requirements for the commissioner, Salford CCG, Salford Innovation Fund.

## **Duties and Responsibilities:**

### **Management of staff:**

- Provide 1:1 supervision and casework support.
- Identify staff training and development needs as part of supervision and appraisal process.
- Effectively undertake annual appraisals and support staff to meet their Personal Development Plan.
- Lead on the day-to-day management of one-to-one support service, providing supervision and case work support for the team of staff and social work students.
- Ensure referrals are allocated appropriately in line with team members' targets and capacity.
- Develop training and induction plans for new starters during their probationary period.
- Provide support and supervision to student social workers and volunteers placed within the team.

### **Service Development:**

- Lead on the development of the Labyrinth Project working collaboratively with all delivery partners.
- Take a solution-focused and evidence-based approach to service challenges.
- Support the Adult Therapy Service Manager in developing policies and procedures in line with best practice.
- Represent the partnership at meetings, forums and events where appropriate.
- Undertake initial investigations into complaints relating to the Labyrinth Project.
- Assist in the development of the Labyrinth Project, which includes working with other Salford VCSE organisations to enhance the wellbeing and resilience of their service users.
- Implement appropriate HR processes as appropriate and agreed, reporting issues upwards whilst seeking to intervene at the earliest opportunity so as to seek a resolution.
- Ensure the successful facilitation of community drop-ins and education &

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wellbeing empowerment sessions within the community, both to provide support to service users, and to encourage partner organisations to promote their services.

## **Contract Monitoring:**

- Report to the Adult Therapy Services Manager on the delivery of the Labyrinth Project on a monthly basis.
- To support the Adult Therapy Services Manager to ensure monitoring reports are completed in line with contract requirements.
- To contribute to the production of monthly monitoring reports as requested.

## **Providing practical and social support to individuals:**

- To allocate referrals across the team ensuring caseloads are maintained at manageable numbers.
- To provide 1:1 support for people experiencing complex health and social welfare issues, carry a small case load, signposting externally where appropriate.
- 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 ensure accurate and up-to-date casework records are kept using relevant CRM systems.
- To build and maintain collaborative working relationships with Labyrinth Project partners, and stakeholders across Salford health and social care network of providers.
- To lead on building and maintaining relationships with external organisations, with the aim of creating practical support plans for service users, and increasing access to services across Salford.
- To ensure that client work is conducted in line with policies and procedures set by Gaddum.

## **Training and development**

- To keep up to date with relevant policy, legislation and case law relating to the role.
- Attend and participate in training as required
- Effectively engage in supervisions and appraisals.
- Effectively engage in team meetings and peer support discussion with colleagues.

## **Other responsibilities:**

- To respond to enquiries and calls coming into the Labyrinth Project in a professional and knowledgeable manner.

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- To act as the primary leadership point of contact for the pathway, and be an ambassador for the Labyrinth Project and the delivery partners.
- To deliver training and/or presentations as requested.
- To be aware of personal safety and security when carrying out work.
- To support activities that promote social inclusion, equality and social justice.

## **Our values and policies:**

- To adhere to Gaddum Policies and Procedures, including Safeguarding and Confidentiality.
- To uphold Gaddum's values of being: Supportive, Empowering, Professional, Diverse and Innovative.
- To work as a team with colleagues.
- To promote the work of Gaddum and the Labyrinth project partners.

*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.*

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Criteria	Essential	Desirable	How we will assess this:
<p style="text-align: center;"><b>Qualifications/ Experience</b></p>	<p>English and Maths GCSE at grades C or above, or equivalent qualification.</p> <p>A minimum of 2 years' experience providing community advocacy</p> <p>Experience of independently working on complex cases.</p> <p>Experience of providing case support to others.</p>	<p>Leadership/ Management Qualification.</p> <p>Experience of using coaching and or motivational techniques.</p> <p>Experience of managing staff.</p> <p>Experience of involvement with tendering for services.</p> <p>Experience of writing reports and presenting information in a variety of formats for different audiences.</p>	<p style="text-align: center;">Application / Interview / Certificates</p>

<p>•••</p> <p><b>Skills and Abilities</b></p>	<p>Ability to provide casework support and 1:1 supervision.</p> <p>Ability to understand and apply relevant legislation and guidance to service delivery and development.</p> <p>Ability to manage and allocate referrals effectively.</p> <p>Ability to take a creative and solution-focussed approach to challenges.</p> <p>Good IT skills, including ability to use Microsoft Office and case management systems.</p> <p>Excellent team leadership skills; able to be inspiring, empowering and supportive.</p> <p>Excellent verbal and written communication and negotiation skills.</p> <p>Excellent organisation skills; able to prioritise and plan own work; take responsibility in decision making, and work to meet deadlines.</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>Ability to develop the skills of others.</p>	<p>Application / Interview</p>
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## Labyrinth Project Team Leader Person Specification

<p>• • •</p> <p><b>Knowledge</b></p>	<p>Good knowledge of the needs of the EU community.</p> <p>Excellent knowledge of and commitment to Safeguarding.</p> <p>Excellent understanding of the principles and practices of advocacy.</p> <p>Understanding of health and social care policies and practice.</p> <p>Understanding of challenging issues that may arise in the health and social care sector.</p>	<p>Identify as being from an EU national background</p> <p>Knowledge of agencies, organisations and statutory services in Salford.</p> <p>An understanding of contracts, monitoring and reporting.</p> <p>Knowledge and understanding of issues relevant to providing services in diverse and multi-ethnic communities.</p> <p>Knowledge of Gaddum, Europaia and Melissus CIC services</p>	<p>Application / Interview</p>
<p><b>Values and Personal attributes</b></p>	<p>Demonstrable commitment to upholding the rights of people who face disadvantage or discrimination.</p> <p>Committed to equality, diversity and inclusion</p> <p>Committed to the values of Gaddum &amp; Europaia</p> <p>Non – judgmental attitude</p> <p>A flexible &amp; positive work ethic</p>		<p>Application / Interview</p>
<p><b>Other Requirement</b></p>	<p>Ability to travel independently throughout Salford.</p> <p>Ability to work flexibly to meet the needs of the service.</p>	<p>Use of own car</p>	<p>Application / Interview</p>