

Gaddum

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Job Description: Community Engagement Worker (Getting Help Rochdale)

Job Title: Community Engagement Worker

Accountable to: Chief Executive Officer

Responsible to: Senior Service Manager (Adult Therapy)

Reporting to: Coordinator (Getting Help)

Location: Office base at Lock 50 Business Centre, Rochdale (with remote and community-based working across the borough of Rochdale)

Salary: £23,933 (pro-rata, based on a WTE of 35 hours per week)

Hours: 17.5 hours per week

Contract: Fixed term contract until 31st March 2025

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

As part of the Getting Help team, you will provide social and practical support to adults with common mental health problems in a range of settings across Heywood, Middleton & Rochdale (HMR). This includes assessment and support planning, and community outreach. Typically, Community Engagement Workers support people who are on the waiting list for or who are engaging in Talking Therapy. The Getting Help team works in partnership with HMR Talking Therapies delivered by the Big Life Group and Pennine Care NHS Foundation Trust.

Job Purpose

You will work within a multidisciplinary pathway and carry a case load providing 1:1 support across community venues within HMR, creating support plans for individuals accessing Getting Help. This will include social prescribing, providing information, advice and guidance, making onward referrals, as well as supporting individuals to overcome barriers which are impacting on their health and wellbeing.

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You will facilitate regular drop-in sessions in the community in order to promote and facilitate new referrals to the service as well as providing face to face advice and guidance to the public. You will use your knowledge of services in HMR to connect people with the right support for their needs.

The role will include collaborative work with the partner organisations within Getting Help, our partners within HMR Talking Therapies, and other organisations providing support to our client groups across HMR. This includes working within the community neighbourhood teams to improve joined up working across the borough. The role may also occasionally include facilitating group work – and, very occasionally, evening and weekend working to suit service needs.

Main Duties and Responsibilities

- To provide 1:1 support for social welfare issues which are impacting on the service users' mental well-being (e.g. housing, finances, employment etc.).
- To maintain up to date knowledge of local and national support services, provide effective signposting and onward referrals, and to remove barriers to engagement with other services.
- To facilitate regular drop-in sessions within the community, to promote the service to professionals and service users, to encourage referrals to Getting Help and Thinking Ahead and provide immediate information and advice to people.
- To work collaboratively with service users in 1:1 sessions to understand their presenting issues and goals and create personalised support plans which help meet short-term needs and long-term goals.
- To motivate and encourage service users to build independence and resilience for the future.
- 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 services across HMR.
- To actively participate in supervision, 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 provide monitoring information in relation to agreed monthly targets.
- 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.

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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 post holder will be required to undertake other tasks as reasonably directed by the Programme Management and Senior Management Team, 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 on 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. This role is subject to an Enhanced DBS Check.

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Person Specification: Community Engagement Worker

Criteria	Essential	Desirable	Assessed
Qualifications & Training	<ul style="list-style-type: none"> • Maths and English GCSE at grades C or above (or equivalent qualification). • Experience of providing holistic support or advice in either one-to-one or group settings in a relevant field, e.g. advocacy or coaching. • Evidence of continuous professional development. • Experience of collating and preparing data for reports. 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector and/or mental health sector. • Experience supporting people with common mental health difficulties. • Experience of working within social and health care services. • Experience of running and hosting community outreach. • Experience of managing and maintaining a client caseload and using database systems for record keeping and data management. 	A, I
Knowledge & Experience	<ul style="list-style-type: none"> • Understanding of the importance of partnership working when supporting service users. • Knowledge of mental health and social welfare issues and their impact on people. • An understanding of Equality and Diversity duties in the workplace. • An understanding of confidentiality. • An understanding of safeguarding. 	<ul style="list-style-type: none"> • Knowledge of services and organisations in HMR. • Knowledge of structure of community care, health and voluntary sector. • Knowledge of statutory services and welfare rights. • Knowledge of Gaddum • Understanding of advice, support and guidance 	A, I

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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Skills & Abilities</p>	<ul style="list-style-type: none"> • High quality ICT skills and proficiency especially in the use of Microsoft Office. • Excellent verbal and written communication and negotiation skills and able to build effective relationships with a wide range of people • Very well organised, able to prioritise and plan own work to meet targets and deadlines. • Able to support clients who may be distressed or in difficult circumstances with a calm, professional and empathetic approach. • Ability to work collaboratively within a team, sharing resources, skills and talents. • Confident and friendly to be able to approach and engage with members of the public during outreach events. 	<ul style="list-style-type: none"> • The ability to build and maintain relationships with external stakeholders. • Confidence working with systems and databases • A second language. 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">A, I</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Other requirements</p>	<ul style="list-style-type: none"> • Ability to travel throughout the areas where services are being delivered • Ability to work flexibly as required 	<ul style="list-style-type: none"> • Driving licence and access to a car. 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">A, I</p>

*A = Application. I = interview