

# Gaddum

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## **Job Description: Contact Point Helpline Support Worker**

**Job Title:** Contact Point Helpline Support Worker

**Accountable to:** Chief Executive Officer

**Responsible to:** Assistant Head of Operations

**Reporting to:** Carers Manchester Contact Point Co-ordinator

**Location:** Hybrid working. Home and office based at Green Fish Resource Centre, 46-50 Oldham Street, Manchester, M4 1LE

**Salary:** £23,9233 (£11,968 pro-rata)

**Hours:** Part Time (17.5 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.

### **Job Summary and purpose**

Carers Manchester Contact Point (CMCP) is the first point of contact for unpaid carers seeking information, advice and support to help them with their caring role.

The service delivers a free confidential helpline for carers weekdays (Monday – Friday, currently 10am – 4pm).

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 and potentially 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.

### **Main Duties and Responsibilities**

#### **Information gathering**

- Answering telephone calls into a central helpline from members of the public in a sensitive and sympathetic manner

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- Ensuring GDPR and that consent is gathered from the client

## Advice giving

- Interview carers using sensitive listening and questioning skills in order to allow carers to explain their problem(s) and empower them to set their own priorities
- Use Carers Manchester Contact Point and other reliable and accurate resources to find, interpret and communicate relevant information to carers
- Research and explore options and implications so that carers can make informed decisions.
- Signpost or refer internally or to other specialist agencies, and connecting carers to dedicated carer support services as appropriate
- Ensure all work meets quality standards and the requirements of the funder and Gaddum
- Ensure work reflects and supports Gaddum's equality and diversity strategy
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Complete the required training to comply with quality assurance processes

## Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Read relevant publications
- Attend relevant meetings and events to maintain a general understanding of Gaddum's work.
- Prepare for and attend supervision sessions/team meetings/staff meetings s appropriate

## Administration

- Use of telephone and IT equipment for the delivery of the service in a confidential environment
- Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production
- Ensure GDPR compliant training is completed on an annual basis
- Ensure all work conforms to your organisation's systems and procedures
- To take responsibility for managing applications to the Carers Emergency Fund

## Other Duties and Responsibilities

- To complete specific tasks allocated through work plans, project plans and the business plan.
- To provide monthly information (accurate data and informative commentary)

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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 Gaddum's 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 Coordinator, 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 carried out 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.

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## Person Specification: Contact Point Helpline Support Worker

Criteria	Essential	Desirable	Assessed
<b>Qualifications &amp; Training</b>	<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>	<b>Application</b>
<b>Knowledge &amp; Experience</b>	<p>Experience of delivering information, advice or support to the public</p> <p>Understanding of rights relating to carers and disabled people including welfare benefits, statutory support</p> <p>A clear understanding of the issues affecting carers and their support needs</p> <p>Understanding of Child and Adult Safeguarding policies</p> <p>A good up to date understanding of equality and diversity and its application to the provision of advice</p> <p>Understanding of the ethos of the voluntary and community sector</p>	<p>Experience of working directly with unpaid/unwaged carers</p>	<b>Application/ Interview</b>

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<b>Skills &amp; Abilities</b>	<p>Ability to be able to work in a sensitive environment with minimal supervision</p> <p>Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of the calls with them</p> <p>Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively</p> <p>Good IT knowledge and the ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production</p> <p>Ability to work in a confidential environment with an understanding of information assurance and safety in those settings</p> <p>Ability to commit to and work with the aims, principles and policies of Gaddum</p> <p>Ability to monitor and maintain standards for advice provision and quality assurance</p> <p>Ability to work as part of a team</p>		<b>Application / Interview / Test</b>
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<b>Values and Personal Attributes</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>Other requirements</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>