

Gaddum

...

Job Description: Carers Manchester Contact Point Helpline Worker
Job Title: Carers Manchester Contact Point Helpline Worker
Responsible to: Carers Manchester Contact Point Co-ordinator
Accountable to: Assistant Head of Operations
Reporting to: Carers Manchester Contact Point Co-ordinator
Salary: £24,412 per annum
Hours: 35 Hours

Location: Hybrid working from home/ Greenfish, Oldham Street, Manchester.
Dependant on the service requirements.

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 five Greater Manchester authorities, Bury, Manchester, Rochdale, Salford and Stockport.

Job 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, 10am – 4pm). These times are subject to change, based on the needs and requirements of carers using the service.

The aim of this role is to be part of a team providing a comprehensive information, advice and support 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 and refer more complex issues to the appropriate agencies delivering the Manchester Carers Pathway.

Gaddum



Key responsibilities

Advice giving

- Answering telephone calls into a central helpline offering support and guidance to unpaid carers in Manchester.
- Provide relevant and meaningful support and information to unpaid carers utilising internal and external resources.
- Inform carers about carers assessments and refer where necessary.
- Inform carers about emergency grants available and refer where necessary.
- Ensure all advice and support given is delivered in a timely manner to suit the needs of carers calling the helpline whilst balancing waiting callers.

Follow-up support

- Refer unpaid carers to local services to access local and culturally appropriate support in their area.
- Refer carers to Adult Social Care for Carers Assessments to discuss and improve their caring situation.
- Signpost carers to relevant services in Manchester suited to their individual need.
- Complete relevant grant applications for carers using the service where needed.
- 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.
- Write and maintain detailed case records for all casework completed.
- Collect required data for statistical monitoring and report preparation.
- Complete the required training to comply with quality assurance processes.

Other Duties and Responsibilities

- To encourage carers to be aware 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.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training relevant to carers.
- Read relevant publications.
- Attend relevant meetings and events to maintain a general understanding of Gaddum's work.

Gaddum



- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Other requirements

- 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.
- Keep all service spreadsheets up to date.
- 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.

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 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

Gaddum



Person Specification

| Criteria | Essential | Desirable | Assessed |
|--------------------------------------|--|---|-------------------------------|
| Qualifications & Training | Maths and English GCSE at grades C or above (or equivalent qualification) | Educated to degree level, equivalent professional qualification or relevant experience. | Application |
| Knowledge & Experience | <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> | Experience of working directly with unpaid/unwaged carers | Application/ Interview |

Gaddum

...

| | | | |
|--|---|--|--|
| <p style="text-align: center;">Skills & Abilities</p> | <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>Excellent 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> | | <p style="text-align: center;">Application / Interview / Test</p> |
|--|---|--|--|

Gaddum

•••

| | | | |
|--|---|--|--|
| <p style="text-align: center;">Attitudes & Values</p> | <p>Committed to the values of Gaddum.</p> <p>Non-judgmental attitude.</p> <p>A flexible & positive work ethic.</p> <p>Demonstration of a commitment to equality and diversity</p> | <p>Understanding of support, advice & guidance.</p> | <p style="text-align: center;">Application/ Interview</p> |
| <p style="text-align: center;">Others</p> | <p>Flexible approach to working hours to meet the needs of the service.</p> | <p>Ability, with advance notice, to working evenings & weekends if required by the organisation.</p> | <p style="text-align: center;">Applicati on/</p> |