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Adult Carers Outreach and Development Worker

Job description: Adult Carers Outreach and Development Worker

Job Title: Adult Carers Outreach and Development Worker

Accountable to: Carers Salford Programme Manager

Reporting to: Carers Hospital Discharge Lead

Location: Hybrid working. Primarily community based, with some home and office working, at Greenfish Resource Centre, 46-50 Oldham Street, Manchester, M4 1LE

Salary: £24,900 per annum

Working hours: 35 hours per week with flexible working required to suit the needs of the role

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

The role of the Outreach & Development Worker is to ensure carers of all ages and backgrounds are aware of their rights and know how to receive support from Gaddum and other services they need at the right time for them.

The job holder will provide outreach & support sessions, deliver groups and events for carers and other relevant partners across Salford. Creating exciting new opportunities for carers through networking and building partnerships.

Job Purpose

The role will focus on the outreach provision, being based in different locations across Salford including hospitals, community venues, mental health settings and others accessed by people with caring responsibilities. The role will include supporting the continued development of the service, assisting with the creation of

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resources and training. The role will also support our involvement offer; ensuring carers are at the forefront of service change and service delivery.

Main Duties and Responsibilities

Day to day duties:

- Facilitate carers drop-ins in venues across Salford, including but not limited to hospital sites (both on wards and public areas), community venues (such as Gateways) and high footfall locations.
- Provide one-off, solution-focussed appointments to address the immediate needs of carers identified in the community or at the point of referral.
- Create networking opportunities throughout all wards of Salford to publicise the service and build/ maintain relevant partnerships.
- Complete Statutory Carers Assessments.
- To be able to travel to various locations in Salford daily, often multiple times a day. Salford is a large city covering 37 sq. miles.

Weekly/ monthly duties:

- Create and run exciting events and support groups for carers, organisations and stakeholders to attend.
- Create and deliver service presentations aimed at carers, to communicate the support and opportunities available from the service.
- Create and deliver service presentations aimed at community groups, educational bodies and organisations to raise awareness of how to identify and support carers, and to increase the visibility of the service.
- Develop ways to identify carers across Salford and let them know about support available to them and their needs.
- Invite Carers to be involved with the service and help us to coproduce/ codesign our service offer.
- Get to know Salford's diverse communities and organisations, providing culturally appropriate information and support.
- Promote Carers Rights to carers, Salford's communities and relevant organisations.
- Maintain a clear record of work completed by note taking and recording on our recording system.
- To meet regularly with line manager for supervision.

Other key tasks & responsibilities of the role:

- To be able to work both independently and as part of a team.
- To identify trends and changes in the needs of carers living in Salford.
- Have a flexible approach to working hours, at times working outside of core hours.
- To help develop a proactive Carers Service that raises carers issues and their needs on local, regional and national agendas.

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- Liaise with and work alongside existing support groups to grow relationships and ensure all carers know about support and opportunities.
- Participate as directed in the day-to-day running of the Carers' Service.
- To keep up to date with carer related developments in government and local authority policy, and all other organisations working with carers.
- Work with stakeholders and partners on the development of new services and activities for carers in Salford.
- Participate in joint activities e.g. National Carers Week, open days, and other promotional activities.

Other duties and responsibilities

- To represent Gaddum at external meetings and events.
- To maintain awareness of local, regional, and national issues relevant to the objectives and expectations of the Charity.
- To undertake additional duties within the competence of the post holder as required by the Head of Operations.
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required.
- Explore possibilities for business development of service areas in collaboration with the Head of Development & Innovation.

The post-holder will be required to undertake other tasks as reasonably directed by 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 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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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, 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> <p>Experience using a CRM System for logging case notes and other sensitive data</p>	Application/ Interview
Skills & Abilities	Ability to manage own calendar and workload		Application / Interview / Test

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	<p>Ability to travel to all areas of Salford on a daily basis – at times covering multiple areas in one day</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>		
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	<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>		
Attitudes & Values	<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>	Application/ Interview
Others	<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>	Application/ Interview