

Gaddum

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About Gaddum

Gaddum is a mental health and carers charity supporting people of all ages. As well as providing services we act as an anchor institution to support the sustainability and development of the wider VCSE sector. Our vision is for every individual and community we walk alongside to have equitable health, wealth and self.

Our Mission:

Being almost 200 years old, Gaddum has seen some of the most challenging and inequitable times in the UK's history, and the world we are living in is still one where so many don't have the opportunities or resources they need to achieve their aspirations. Today we continue our mission – and we will do this by supporting, influencing, and campaigning as we push for equitable health, wealth and self.

We amplify the voices of the communities we serve, and we empower individuals to overcome challenges by listening, supporting, and advocating for their needs.

We believe...

- everyone has mental health, and it is as important as physical health
- life can be hard, and everyone needs a helping hand sometimes
- everyone has a right to support, when and how they need it, and that no one should be overlooked
- in being of service by holding the whole individual at the heart of our approach and embracing solutions that lie within communities
- there is injustice in the world but both systems and society can change for the better
- we can be agents of positive change; working with others, learning from diverse lived experience, and advocating for fairness

Our Values...

...are our foundations – they are what holds us firm in uncertain times, and they are our reference point for all that we do. We value:

Being Heard: no matter why or how someone finds their way to us, we will listen

Collaborative Curiosity: harnessing our skills, knowledge, talents and the insights of others, we create new possibilities by exploring with people

Purposeful Work: paying attention to others' needs and voices, we channel our resources into actions and outcomes that matter to the people we serve

Meaningful Connection: treating every individual as a whole person, developing relationships through empathy and acceptance

Thoughtful Safe Services: providing clear reasons for decisions and efficient, safe and effective practices, we earn confidence and trust by focussing on quality

Job Title: Recovery in Community Peer Support Worker

Accountable to: Head of Community

Reporting to: Recovery in Community Team Coordinator

Location: Hybrid including Inpatient psychiatric settings across Greater Manchester, community settings, home or office working (central Manchester), occasional travel outside of Greater Manchester

Salary: £14,945.40 pro rata (FTE £24,909)

Hours: 21 hours per week

Contract: Permanent

Role Context

[Recovery in Community](#) is a collaborative initiative delivered in partnership between Gaddum and Manchester Mind. The service supports people to leave inpatient mental health settings and return to their community with the support they need to recover and remain well.

As a team, we deliver psycho-social interventions, advocacy, housing and welfare rights advice, peer support to adults as well as tailored support to young people (those under the age of 25). All we do is underpinned by listening and ensuring people feel heard – because we know that when people are listened to, they recover. The team works with colleagues within the mental health, primary care, inpatient and community sectors.

Role Purpose

As a Peer Support Worker, you will have lived or living experience of receiving mental health care or treatment in hospital. Using your expertise gained through this experience, you will support peers in their mental health recovery who are ready to leave hospital or are already in the community. Receiving support from your colleagues, you'll develop and manage your casework practice and hold a small case load.

You will walk alongside people to set achievable goals to ensure they get the support that they need, ultimately feeling connected to their communities – the right services and support network.

This role will work with a small but intensive caseload (max 12 cases for a full-time peer support worker) to focus on:

- Repatriate: when people are sent to an out of area placement (OAPs) advocate to get them back to Greater Manchester so they can recover in their community.
- Discharge: Supporting people when they're ready to be discharged from inpatient mental health services to get back to the community and recover.
- Prevent re-admissions: Work with people, post-discharge, to ensure they continue to get the support they need to make informed choices, stay well and ultimately thrive.

Main Duties and Responsibilities

- To provide bespoke support to people that are ready to be discharged from inpatient psychiatric care to return to the community, building (with support) packages of care so they have a positive and sustained recovery.
- To work alongside people post-discharge, in their community setting (e.g. home or supported accommodation) to ensure they get what they need to stay well.
- To effectively manage a small caseload (about 7 people), being flexible to people's needs and short-term changes in schedule.
- To work in a person-centred, trauma informed, empowering and culturally appropriate way that enables people to feel listened to and heard.
- To help people engage with services and make sustainable links with their communities.
- To use and develop your knowledge of community care, policies, legislation and services to get people the support they need to recover and stay well.
- Identify when cases need escalation or onward referral and keep your line manager aware of case developments.
- Independently visit people in inpatient and community settings in Manchester and across Greater Manchester, adhering to lone working and risk management procedures.
- Occasionally visit people out of the Greater Manchester area who need to return to their community in Manchester (all travel expenses will be paid and non-commute travel time will be part of your working day).
- Build relationships with colleagues within services (e.g. inpatient staff, social care, CMHTs etc) to enable improved collaborative working
- Take part in multi-disciplinary meetings, representing the views of people, and their aspirations on returning to community settings.
- Support the ongoing service development, drawing on your role as an 'Expert by Experience' and using what you hear from the people you support to contribute to the development of the services by reviewing and contributing to improvements.

Working as a team:

- To integrate effectively with colleagues at Manchester Mind, taking a "one team approach" to deliver a seamless service, understanding the different roles in the team and recognising and sharing skills, knowledge and strengths.
- To provide peer support to your fellow Peer Support Workers to develop in your roles together.
- Work closely to support clinical, local authority and other system colleagues to ensure a "one team" approach to packages of care and support.

Reporting and monitoring:

- Maintain accurate and up-to-date case notes using agreed case management systems, following standard operating procedures.
- Support people to engage in our service through coproduction, engagement events and feedback forms.
- Contribute to reporting, evaluation and “deep dives” as required.
- Identify the unmet needs of people and report these back to management.

Other responsibilities and duties:

- To be responsible for your professional development, attending regular supervisions, appraisals and training.
- To respond to enquiries and calls in a prompt, professional and knowledgeable manner.
- To promote or represent Gaddum and Recovery in Community at meetings, forums and events where appropriate.

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.

Person Specification:

Criteria	Essential	Desirable	How we assess this:
Qualifications & Training	Evidence of appropriate professional or personal development.	Demonstrable prior experience of working in a similar field OR qualification in mental health, social work, advocacy or similar.	Application
Knowledge & Experience	Lived or living experience of receiving care and treatment to support your mental health needs. And knowledge on how to effectively apply this experience to your practice. Experience of providing support to people with mental health needs in a way that recognises their strengths and is culturally appropriate. (This can be in a personal or professional context) Good knowledge and understanding of inpatient and community mental health services. Knowledge of the challenges that people may experience when accessing mental health services, how to overcome these challenges and how these challenges specifically effect people from marginalised/ minority communities. Knowledge of and commitment to Safeguarding vulnerable adults and children.	Professional or voluntary experience working in inpatient psychiatric settings and/or community mental health services. Experience of co-production and involving people in the planning, design and delivery of services.	Application/ Interview

Skills & Abilities	Ability to work collaboratively with others, generously sharing resources, skills and talents. Clear and meaningful communication skills – the ability to communicate in a way that enables people to feel heard, accepted and understood. ICT skills - ability (with training if needed) to use Microsoft Office suite including SharePoint and Outlook and case management systems. Ability, with the support of your line manager, to understand and apply relevant policies, legislation and guidance where necessary to support people to access the care they need. Ability to be solution-focussed and use creative thinking to solve problems. Ability to prioritise and plan work: take responsibility in decision making, be well organised and work independently to meet deadlines		Application/ Interview
Values and Personal Attributes	Commitment to anti-racist and inclusive practices of working. A belief that recovery is possible and unique to every individual.		Application/ Interview
Other requirements	Ability to regularly travel independently throughout Greater Manchester and visit clients in a range of settings. Able to occasionally travel outside of Greater Manchester wherein people are in an Out of Area Placement (OAP).		Application /Interview