



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 Description:

Job Title: Recovery in Community Worker (Referral and Assessment)

Accountable to: Head of Community

Reporting to: Recovery in Community Team Coordinator (Referral and Assessment)

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

Salary: £29,010

Hours: Full time (35 hours per week)

Contract: Fixed term until 31st March 2028

Role Context

[Recovery in Community](#) is a successful partnership between Manchester Mind and Gaddum. We support people to manage and live with their mental health in their community. Staff are employed by both organisations but work together collaboratively and as a team.

As the Recovery in Community Worker (Referral and Assessment) you will be supporting people in who have been referred into Greater Manchester Mental Health (GMMH) services but may not meet the threshold for secondary or specialist mental health services. The aim of this work is to ensure that people referred receive the right support at the right time.

You will work closely with the Referral and Assessment team at Greater Manchester Mental Health Trust (GMMH) to take referrals and ensure people get access to the mental health and social support they need.

Role Purpose

You will be building trusting and kind relationships with the understanding that they enable people to be listened to and heard and that this makes a difference. You will be part of a team providing effective person-centred support to people who come through the referral and assessment hub – many of whom often have tried many times to get the help they need. We want to enable people to feel connected within their communities – to services, friends and family.

You will also be building relationships with NHS and statutory services. The structure of the service is brief intervention (working with people for a short period of time) with a focus on supporting people to connect to community services and resources effectively.

You will be well supported in this role. The service takes a team-based approach, and you will be joining a team of five and you will be supported directly by a Team Coordinator as well as being part of the wider Recovery in Community Service.

We share skills, experience and learning across the teams so that everyone benefits and we can make a meaningful difference.



... **Main Duties and Responsibilities**

- Take referrals from the GMMH (Greater Manchester Mental Health) Referral and Assessment Hub and build trusting relationships with people so that they receive the support they need to recover and stay well.
- Build relationships with other key professionals to ensure individuals achieve their goals (e.g. GPs, social care, community services etc).
- Support the development of a supportive and productive referral route into and out of the service, managing exit from the service safely.
- Support the development of this new service, responding professionally to changes as we improve and evolve our working practice collaboratively.
- Provide a trauma-informed service to people: listening, offering safety, choice and empowerment to the people you support so they can effectively engage with services and make sustainable links in with their communities.
- Identify and deliver appropriate interventions.
- Identify when people need referrals to secondary services or specialist mental health services and make appropriate referrals.
- Independently travel to visit people in a range of settings across in Manchester and across Greater Manchester, adhering to lone working and risk management procedures.
- To integrate effectively with colleagues at Manchester Mind, taking a “one team approach” to deliver a seamless service, understanding the different roles in the Recovery in Community team and recognising each other's strengths.
- Maintain accurate and up-to-date case notes and records 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 service reporting, monitoring and evaluation as required.
- Identify additional needs that people have and highlight them to Manchester Mind with a view to sharing them with Greater Manchester Mental Health Trust and commissioners.
- To work in line with service policies and operating procedures.
- To identify concerns and provide safeguarding support in line with best practice.

Other Duties and Responsibilities

- 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 or Manchester Mind 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	Assessed
Qualifications & Training	Demonstrable prior experience of working in a similar field OR relevant qualification in mental health, social work, advocacy, youth work or similar.		Application/ Interview/ Test
Knowledge & Experience	Experience of working with people (in a professional or personal context) with mental health needs in a trauma informed, strength-based and culturally appropriate way. Experience of collaboratively assessing need and delivering a range or appropriate interventions. Good understanding and awareness of community mental health services. A robust knowledge and commitment to Safeguarding children and adults at risk.	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.	Application/ Interview/ Test
Skills & Abilities	Ability to develop effective working relationships with NHS colleagues in primary or secondary care. 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 Clear and meaningful communication skills – the ability to communicate in a range of formats in a way that enables people to feel heard, accepted and understood. Good ICT skills - ability to use Microsoft Office suite including SharePoint and Outlook and case management systems.		Application/ Interview/ Test
Values	Commitment to anti-racist and inclusive practices of working, understanding the principles of Equity, Diversity and Inclusion.		Applicati on/ Interview
Other	Ability to travel independently across Manchester regularly and across Greater Manchester occasionally.		Applic ation /Intervi ew