

# Gaddum

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## **Job Description: Adult Carers Outreach & Development Worker**

**Job Title:** Adult Carers Outreach & Development Worker

**Accountable to:** Chief Executive Officer

**Responsible to:** Carers Salford Programme Manager

**Reporting to:** Adult Carers Coordinator

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

**Salary:** £23,933 (£11,967 pro-rata)

**Hours:** Part Time (17.5 hours per week with flexible working required to suit the needs of the role).

**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**

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.

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 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**

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## **Day to day duties:**

- Create networking opportunities throughout all wards of Salford to publicise the service and build/ maintain relevant partnerships
- Hold your own caseload, providing individual support to adult carers in Salford
- Plan and deliver creative one to one sessions of support for adult carers (based on our casework template) all over Salford
- Complete Statutory Carers Assessments with carers

## **Weekly/ monthly duties:**

- Create and run exciting events and support groups for carers, organisations and stakeholders to attend.
- Create and deliver service presentations to carers, community groups, educational bodies and organisations to raise awareness and visibility of the service.
- Find 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
- To get to know Salford's diverse communities and organisations, providing relevant information and support
- Promote Carers Rights to carers, Salford's communities and relevant organisations

## **Other key tasks & responsibilities of the role:**

- To be able to work both independently and as part of a team
- To be able to travel to various locations in Salford on a daily basis
- 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
- Maintain a clear record of work completed by note taking and recording on our recording system
- To help develop a proactive Carers Service that raises carers issues and their needs on local, regional and national agendas
- Work a range of hours to provide operational cover when the service is expected to be open
- 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.

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## **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 meet regularly with line manager for supervision
- 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: Adult Carers Outreach & Development 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>Hold a relevant professional qualification or equivalent relevant experience.</p> <p>Evidence of continuous professional development.</p> <p>Experience of working children and young people</p> <p>Experience of providing support to vulnerable individuals.</p> <p>Experience of undertaking risk assessments.</p> <p>Experience of advocating on behalf of service users.</p> <p>Understanding of the needs of carers and of the issues around access /barriers to services faced by some members of the community</p>	<p>Educated to degree level or equivalent.</p> <p>Experience of delivering training to professionals.</p> <p>Experience of carers assessments</p> <p>Experience of working with young and young adult carers</p>	<b>A,I,T</b>

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<p><b>Knowledge &amp; Experience</b></p>	<p>Excellent understanding of Safeguarding process and procedures.</p> <p>Understanding and awareness of the needs of carers.</p> <p>Good knowledge and experience of statutory services.</p> <p>Good understanding of the structure of community care, health and voluntary sector.</p> <p>Understanding of issues affecting carers.</p> <p>An understanding of Equality and Diversity duties in the workplace.</p> <p>Ability to demonstrate commitment to, ensuring equal opportunity.</p>	<p>One years experience of directly working with or supporting carers</p> <p>Experience of inputting data onto a database</p> <p>A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.</p> <p>An understanding of contracts, monitoring and reporting.</p>	<p><b>A,I,T</b></p>
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<p><b>Skills &amp; Abilities</b></p>	<p>Excellent verbal and written communication and negotiation skills.</p> <p>Ability to work in multi-disciplinary settings and working in partnership with other professionals, agencies/organisations and a range of stakeholders.</p> <p>The ability to build and maintain relationships with key stakeholders. Good understanding of relevant legislation relating to carers.</p> <p>Good communication skills, ability to communicate with a wide range of people.</p> <p>Excellent IT skills including effective use of databases.</p> <p>Extremely well organised, able to prioritise and plan own work; take responsibility in decision making, and work to tight deadlines.</p>	<p>Experience of presenting information in a variety of formats for different audiences.</p> <p>Ability to create and deliver presentations to professionals.</p> <p>Excellent presentation skills.</p>	<p><b>A,I,T</b></p>
<p><b>Values and Personal Attributes</b></p>	<p>A commitment to Gaddum values.</p> <p>A commitment to equality and diversity.</p> <p>Flexible and positive work ethic.</p> <p>The post holder must display integrity, honesty and good judgement.</p>	<p>Knowledge of Gaddum and its services.</p>	<p><b>A,I</b></p>
<p><b>Other requirements</b></p>	<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>	<p><b>A,I</b></p>

A = Application

I = Interview

T = Test