

Gaddum

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Job Description: Community Engagement Worker

Job Title: Community Engagement Worker

Accountable to: Chief Executive Officer

Responsible to: Senior Service Manager (Adult Therapy)

Reporting to: Getting Help Coordinator

Location: Hybrid working: Greenfish Resource Centre, home working and working from community locations across Manchester

Salary: £23,933

Hours: Full-time (35 hours per week).

Contract: 12-month fixed term contract (with possibility of extension dependent on funding)

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

As part of the Talking Therapies team, you will provide wrap-around social and practical support to adults with common mental health problems in a range of settings across Manchester. This includes assessment and support planning, community outreach and group facilitation.

You will support people who are on our waiting list for or who are engaging in Talking Therapy to enable them to address and overcome barriers impacting on their health and wellbeing. You will provide advice, information and guidance on these issues, make onward referrals to specialist advice organisations where necessary and support engagement with these services.

You will build and maintain relationships with key referrers, such as GP surgeries, to promote the service and facilitate appropriate referrals.

Once trained, you have the exciting task of leading and facilitating a new course within the service: Living Life to the Full™, a CBT-informed group programme designed to support people to improve low mood, overcome stress, sleep better and build confidence.

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Main Duties and Responsibilities

Casework and groupwork

- To provide 1:1 support for social welfare issues which are impacting on the service users' mental well-being (e.g. housing, finances, employment etc.).
- To work collaboratively with service users in sessions to understand their presenting issues and goals and create personalised support plans which help meet short-term needs and long-term goals.
- To motivate and encourage service users to build independence and resilience for the future.
- To maintain a caseload of clients and schedule appointments to meet individual and service targets.
- To use client databases appropriately to keep accurate case records in line with Gaddum guidelines and policies.
- To work alongside therapists in the team and provide one-off specific advice or guidance and encourage referrals to your caseload as appropriate.
- To lead on the development of and facilitate group programmes for clients, specifically the Living Life to the Full Course.

Knowledge of contexts and organisations

- To maintain up to date knowledge of relevant local and national support services, provide effective signposting and onward referrals, and to remove barriers to engagement with other services.
- To maintain up to date knowledge of the wider NHS Talking Therapies service at Gaddum, including its objectives, structures and key processes.
- To maintain up to date knowledge of common mental health difficulties that the NHS Talking Therapies Service is designed to support with.

Outreach and engagement

- To facilitate drop-in sessions and participate in events within the community, to promote the service to professionals and service users.
- To build and maintain collaborative working relationships with referral partners and colleagues.

Other Duties and Responsibilities

- To support and work with managers and the team to drive continuous improvements to service delivery.
- To provide monitoring information in relation to agreed monthly and quarterly targets.

Organisational Responsibilities

- To actively engage in ongoing personal and professional development, making full use of supervision, appraisal and learning opportunities.
- To act at all times to promote equality and diversity ensuring inclusive and integrated services.
- To seek advice, support and guidance as required
- 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.

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The post holder will be required to undertake other tasks as reasonably directed by the Programme 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 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.

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Person Specification: Community Engagement Worker

Criteria	Essential	Desirable	Assessed
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Experience of providing holistic support or advice in either one-to-one or group settings in a relevant field, e.g. advocacy or coaching, advice</p> <p>Evidence of continuous professional development.</p> <p>Experience of collating and preparing data for reports.</p> <p>Experience of Group work facilitation</p> <p>Experience of managing and maintaining a client caseload and using database systems for record keeping and data management.</p>	<p>Experience of working in the voluntary sector and/or mental health sector.</p> <p>Experience supporting people with common mental health difficulties.</p> <p>Experience of working within social and health care services.</p> <p>Experience of running and hosting community outreach.</p>	Application/ Interview
Knowledge & Experience	<p>Understanding of the importance of partnership working when supporting service users.</p> <p>Knowledge of common mental health issues and social welfare issues and their impact on people.</p> <p>An understanding of Equality, Diversity and Inclusion duties in the workplace.</p> <p>An understanding of confidentiality.</p> <p>An understanding of safeguarding.</p> <p>Understanding of advice, support and guidance</p> <p>Knowledge of services and organisations in Manchester.</p> <p>Knowledge of statutory services and welfare rights.</p>	<p>Knowledge of structure of community care, health and voluntary sector.</p> <p>Knowledge of Gaddum</p>	Application/ Interview/Documents

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<p style="text-align: center;">Skills & Abilities</p>	<p>Good ICT skills and proficiency especially in the use of Microsoft Office.</p> <p>Excellent verbal and written communication and negotiation skills and able to build effective relationships with a wide range of people.</p> <p>Excellent group facilitation skills</p> <p>Very well organised, able to prioritise and plan own work to meet targets and deadlines.</p> <p>Able to support clients who may be distressed or in difficult circumstances with a calm, professional and empathetic approach.</p> <p>Ability to work collaboratively within a team, sharing resources, information and skills.</p> <p>Confident and friendly to be able to approach and engage with members of the public during outreach events.</p> <p>Resourceful and proactive in your approach to supporting clients to navigate problems.</p>	<p>The ability to build and maintain relationships with external stakeholders.</p> <p>Confidence working with systems and databases</p> <p>A second language.</p> <p>Training in group facilitation</p>	<p style="text-align: center;">Application/ Interview</p>
<p style="text-align: center;">Values and Personal Attributes</p>	<p>Committed to Gaddum's values of Supportive, Professional, Diverse, Innovative and Empowering</p> <p>A flexible & positive work ethic</p>		<p style="text-align: center;">Application/ Interview</p>
<p style="text-align: center;">Other requirements</p>	<p>Ability to travel throughout the areas where services are being delivered</p> <p>Ability to work flexibility as required</p>	<p>Driving licence and access to a car.</p>	<p style="text-align: center;">Application /Interview</p>