

Gaddum

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Job Description

Carers Manchester Employment Coach

Job Title:	Carers Manchester Employment Coach
Responsible to:	Carers Senior Service Manager
Accountable to:	Head of Operations
Reporting to:	Carers Adult Coordinator
Location:	Hybrid working from Home/Greenfish, Oldham Street, Manchester
Salary:	£26,241 per annum (pro rata for part-time)
Hours:	We are open to a full-time applicant (35 hours per week) or part-time applicants (17.5 hours per week). Please state your preferred hours on the application.
Contract:	Fixed Term until 31 st January 2025

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 across all 10 Greater Manchester authorities.

Job Purpose

Gaddum has secured external funding to deliver an Employcare project, which will provide unpaid carers living in Manchester with support and coaching in order for them to re-enter paid or voluntary employment.

Delivery of this support to carers will be by Employment Coaches, who will manage a small caseload of carers and provide them with 1:1 support, helping them overcome barriers to employment and training. You will be responsible for supporting them through every stage of their journey, enabling participants to address their barriers and realise their aspirations.

Core responsibilities.

- To support carers to identify and address their barriers to employment by providing individual tailored packages of support so they can develop the necessary skills and confidence to secure and sustain employment.
- To act as coach and a mentor in order to build strong positive relationships, guide, motivate, challenge, encourage and help carers obtain sustainable employment.
- To ensure delivery targets are achieved by working with carers to identify employment opportunities and support them into and during employment.

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- To meet personal performance targets and Key Performance Indicators
- To manage a caseload of carers and utilise a variety of coaching strategies to help carers overcome barriers to obtaining sustainable employment.
- To undertake in-depth assessments using a suite of tools to fully understand a carers circumstances, preferences and holistic barriers to progression.
- To co-produce personalised action plans with sequenced interventions and development opportunities.
- To work with multiple agencies to develop holistic approaches to support carers. (Support the carers in all aspects of job-search and interview preparation to ensure that customers are matched to the right job that enables them to sustain employment and develop a career.
- To develop and maintain knowledge of the local labour market to source suitable job opportunities.
- Identify specific recruitment needs of potential employers.
- Develop relationships with key stakeholders to maximise customer opportunities.
- Proactively participate in continuous improvement activities to ensure that the service continues to deliver excellent customer service.
- Maintain IT files and customer records to the required compliance and quality standards.
- Fully comply with Gaddum policies including those for personal data security, safeguarding and health & safety.

Other Duties and Responsibilities

- To complete specific tasks allocated through work plans, project plans and the business plan.
- To provide monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- To be involved in producing information for annual impact reports.
- 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 encourage service users to be aware of the full extent of Gaddum's services.
- 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.

The post-holder may be required to undertake other tasks as reasonably directed by the Carers Manchester Pathway Manager and Salford Adult Carers Coordinator, 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.

This role is subject to a Basic DBS check

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Person Specification

Carers Manchester Employment Coach

Criteria	Essential	Desirable	AI*
Qualifications & Experience	<ul style="list-style-type: none"> • Maths and English GCSE at grades C or above (or equivalent qualification). • 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 • Evidence of continuous professional development. • Experience of collating and preparing data for reports. • Experience of Group work facilitation • Experience of managing and maintaining a client caseload and using database systems for record keeping and data management. 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector and/or mental health sector. • Experience supporting people with common mental health difficulties. • Experience of working within social and health care services. • Experience of running and hosting community outreach. 	A, I
Knowledge	<ul style="list-style-type: none"> • Understanding of the importance of partnership working when supporting service users. • Knowledge of Carer related challenges and issues. • An understanding of Equality, Diversity and Inclusion duties in the workplace. • An understanding of confidentiality. • An understanding of safeguarding. • Understanding of advice, support and guidance • Knowledge of services and organisations in Manchester. • Knowledge of statutory services and welfare rights. 	<ul style="list-style-type: none"> • Knowledge of structure of community care, health and voluntary sector. • Knowledge of common mental health issues and social welfare issues and their impact on people. • Knowledge of Gaddum 	A, I
Skills and Ability	<ul style="list-style-type: none"> • Good ICT skills and proficiency, especially in the use of Microsoft Office. • Excellent verbal and written communication and negotiation skills and able to build effective relationships with a wide range of people. • Excellent group facilitation skills • Very well organised, able to prioritise and 	<ul style="list-style-type: none"> • The ability to build and maintain relationships with external stakeholders. • Confidence working with systems and databases • Training in group facilitation 	A, I

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	<p>plan own work to meet targets and deadlines.</p> <ul style="list-style-type: none"> • Able to support clients who may be distressed or in difficult circumstances with a calm, professional and empathetic approach. • Ability to work collaboratively within a team, sharing resources, information and skills. • Confident and friendly to be able to approach and engage with members of the public during outreach events. • Resourceful and proactive in your approach to supporting clients to navigate problems. 		
Attitudes & Values	<ul style="list-style-type: none"> • Committed to Gaddum's values of Supportive, Professional, Diverse, Innovative and Empowering • A flexible & positive work ethic 		A, I
Others	<ul style="list-style-type: none"> • Ability to travel throughout the areas where services are being delivered • Ability to work flexibility as required 	<ul style="list-style-type: none"> • Driving licence and access to a car. 	A, I

A – Application Form

I - Interview

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