

# Gaddum

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## **Job Description: Employment Support Worker**

**Job Title:** Employment Support 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:** £26,241 (£15,745 pro-rata)

**Hours:** Part Time (21 hours per week with flexible working required to suit the needs of the role).

**Contract:** Temporary until 31<sup>st</sup> May 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.

### **Job Summary and purpose**

The role of the Employment Support 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, working in different locations across Salford providing training to employers about the issues faced by working carers. In the role you will also connect with other organisations to create partnership and referral options. 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.

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## Main Duties and Responsibilities

- Develop and deliver regular training to employers and organisations in all wards of Salford, raising awareness of carers in employment and educating employers about support available to carers.
- Develop and issue a toolkit of useful resources for employers to use to help identify and support carers in employment.
- Create networking opportunities throughout all wards of Salford to publicise the service and build/ maintain relevant partnerships.
- 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.
- Attendance at partnership meetings to explain Gaddum's service delivery and network with partner organisations.
- Working with the Carers Salford Team to facilitate activities for carers.
- Referring carers to the Carers Salford Service – helping carers get involved with partnerships.
- Completion of the Pathway Star with any carers who are part of this project and refer them to the various partnerships as appropriate.
- Connect any carers receiving sessional support to partnerships, assisting the carer to build connections.

## Other duties & Responsibilities

- To encourage service users to be aware of the full extent of Gaddum's services.
- Organising trips / volunteering days as a group.
- 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 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.

This post will require frequent travel and the ability to travel throughout all areas of Salford.

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.

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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: Employment Support 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 demonstrable 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