

# Gaddum

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## Adult Carers Salford Link Worker

**Job description:** Adult Carers Salford Link Worker

**Job Title:** Adult Carers Salford Link Worker

**Accountable to:** Carers Salford Service 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 per annum

**Working hours:** 35 hours per week, with flexible working required to suit the needs of the role

### 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 in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

### Job Summary

The role of the Link Worker is to deliver support sessions, deliver groups and carers assessments to adult carers who live in Salford. Whether the support sessions be in person, out in the community or via phone or video call – it is the role of the Link Worker to provide meaningful and creative support to carers of all ages and backgrounds using the service.

### Job Purpose

The service supports carers of all ages (young carers, young adult carers and adult carers) across Salford through a model of identifying carers, offering support and offering them the appropriate provision. Part of this may be an offer of information, access to groups, or a time-limited session package of support which will sometimes include a carers assessment. The aim of support provided is to enable carers to develop resilience and to also be linked into local community assets, thereby reducing their reliance on other services.

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## **Main Duties and Responsibilities**

### **Key duties:**

- Provide one to one sessional support with carers aged over 25 – using a casework template. Support sessions can be held in person, virtually or by telephone – based on the carer’s request.
- Deliver Statutory Carers Assessments to carers aged over 18.
- Design and run support groups/ events for carers you support to attend to provide respite and to allow carers to build healthy relationships.
- Attend family core groups where necessary to provide informal advocacy for carers on your caseload.
- Keep an up-to date record of daily support sessions/ meetings.
- Attend and contribute to team meetings and meeting with external stakeholders.

### **Other tasks & responsibilities required 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
- Participate in joint activities e.g. National Carers Week, open days, and other promotional activities.
- 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
- Deliver any crossover work to young carers and young adult carers where needed. The Young Carers and Adult Carers teams often deliver multi-generational events and sessional work.

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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: Salford Carers Link 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>	<p>A,I,T</p>

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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>Attitudes &amp; Values</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>Others</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>