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Getting Help Coordinator – Job Description

Job Title: Getting Help Coordinator

Accountable to: Chief Executive

Responsible to: Senior Therapy Services Manager (Adults)

Reporting to: Senior Therapy Services Manager (Adults)

Location: Office base at Lock 50 Business Centre, Rochdale (with some remote and community-based working across Heywood, Middleton and Rochdale)

Salary: £30,977

Hours: 35 per week

Contract: Fixed Term (maternity leave cover until March 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 in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

Job Summary

Getting Help is a service which works in partnership with the Big Life Group and Pennine Care Foundation Trust and forms part of the wider offer of Heywood, Middleton and Rochdale NHS Talking Therapies. The Getting Help service offers one-to-one short-term support to service users as well as delivering community outreach events across the borough and coordinating a number of sub-contracted partner organisations.

The Getting Help Coordinator is responsible for coordinating the operational management of the Getting Help service and directly supervising the team, which consists of 2 Community Engagement Workers and student social workers. The Getting Help Coordinator will carry a small caseload and will lead on monthly and quarterly reporting on agreed KPIs.

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Job Purpose

- To provide line management support to staff within the team, ensuring effective case management and supervision.
- To promote and raise awareness of Getting Help in Heywood, Middleton and Rochdale and the overall service delivered by the partnership.
- To support the development of the Getting Help service in line with the overall partnership model and in conjunction with the Chief Executive and Head of Services.
- To take a leadership role in the coordination of Gaddum subcontracted partners, in the delivery of their Service Level Agreements, ensuring compliance with monitoring, quality and governance.
- To carry a small 1:1 caseload, supporting with social welfare issues which are impacting on the service users' mental wellbeing.

Duties and Responsibilities

Management of staff

- Provide 1:1 supervision and day-to-day casework support to the team.
- Identify training and development needs for supervisees as part of supervision and appraisal process.
- Undertake annual appraisals with the team.
- Lead on the day-to-day operations of the service in line with contract requirements, including triaging and allocating referrals to the team and being the first point of contact for referrers and partners.

Contract Monitoring & Compliance

- Understand the service's KPIs and monitor team and individual performance to ensure KPIs are being achieved or there are plans in place to address under-performance.
- Keep accurate and up to date casework records and statistical information, and ensure that supervisees do also.
- Lead on the collation and subsequent production of both monthly and quarterly reports and attend meetings when required. Provide supplementary reporting data when requested.
- Monitor and support the progress of subcontracted partners; highlighting performance issues where appropriate and supporting underperforming partners to address these.
- Ensure the involvement and consultation of service users in the service's activities.

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Development and Marketing

- Coordinate representation of Gaddum at meetings, events and promotional activities within the locality to effectively promote the service and meet KPIs.
- Contribute to newsletters, website content and to meetings.
- To work with the team in contributing to the development of Getting Help and the wider strategy direction of Gaddum Therapy
- Provide information and advice to service users, potential service users and third parties using a variety of methods.
- Encourage and contribute to the development and accessibility of Getting Help.
- Coordinate and lead quarterly partnership meetings to share updates and best practice.

Providing Case Work Support

- To undertake assessments of need for service users, produce written assessment reports and reviews as and when required.
- To maintain a clear record of all activities with individual service users via the recording system used by the service.
- Assess and explore the need for training opportunities for staff in relation to case work issues.
- Keep abreast of developments locally and nationally in relation to mental health and wellbeing.
- To work closely with the team to ensure coordination of the work and to the collection and sharing of relevant information.

Additional Duties and Responsibilities

- Develop and maintain positive relationships with a range of professional stakeholders, including partners.
- Undertake and maintain Risk Assessments for area of work in the programme.
- Adhere to Gaddum Policies and Procedures, including Safeguarding, Information Governance and Health and Safety.
- Maintain a general understanding of the work of the whole organisation and attend staff meetings/events.
- All other duties reasonably associated with the role associated with the role.

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

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level of responsibility entailed. Consequently, this job description may be revised from time to time.

This role is subject to an Enhanced DBS check.

Getting Help Coordinator – Person Specification

Criteria	Essential	Desirable	AIC*
Qualifications and Experience	<ul style="list-style-type: none"> English and Maths GCSE and grade C or above or equivalent qualification. Experience of providing holistic, person-centred case work support in either one-to-one or group settings in a relevant field, e.g. advocacy, social prescribing support work or coaching. Experience of providing effective casework support to others. Evidence of continuous professional development. 	<ul style="list-style-type: none"> Experience of working in the voluntary and/or mental health sector. Experience of managing staff Experience of coaching and or motivational techniques Training in motivational interviewing or person-centred coaching 	A, I, C
Knowledge	<ul style="list-style-type: none"> Understanding of the importance of partnership and multi-disciplinary working when supporting service users. Strong knowledge of mental health and social welfare issues and their impact on people. An understanding of Equality, Diversity and Inclusion in relation to the role. 	<ul style="list-style-type: none"> Knowledge of agencies, organisations and statutory services in the borough of Rochdale. Knowledge of statutory services and welfare rights. 	A, I

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	<ul style="list-style-type: none"> • Excellent knowledge of and commitment to safeguarding. • An understanding of contracts, monitoring and reporting. 		
Skills and Ability	<ul style="list-style-type: none"> • Able to work with individuals to co-produce personalised support plans based on the person's priorities, interests, values and motivations, identifying needs and connecting to relevant services and support to improve wellbeing. • Ability to manage and allocate referrals effectively. • Excellent team leadership skills; able to be empowering and supportive. • Ability to take a proactive, solution-focused approach to problems and develop services. • Excellent verbal and written and communication and negotiation skills with a wide range of stakeholders, including ability to write reports • Good IT skills including the use of Microsoft Office and using CRMs. • Excellent organisation skills; able to prioritise and plan own work; take responsibility in decision making and work to meet deadlines. • The ability to build and maintain relationships 	<ul style="list-style-type: none"> • A second language. • Ability to work in a multi-disciplinary setting and working in partnership with other professionals, agencies/organisations and a range of stakeholders. • Experience of writing reports and presenting information in a variety of formats for different audiences. • Ability to develop the skills of others. 	A, I

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	with external stakeholders.		
Attitudes & Values	<ul style="list-style-type: none"> Committed to promoting our values of social inclusion and social justice. Committed to Gaddum's values of being Supportive, Diverse, Professional, Empowering and Innovative A flexible & positive work ethic 		A, I
Others	<ul style="list-style-type: none"> Ability to travel throughout the borough of Rochdale. Ability to work flexibility as required. 	<ul style="list-style-type: none"> Driving licence and access to a car. 	A, I