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**Job Description:** Manchester Carers Contact Point Administration Officer

**Job Title**: Manchester Carers Contact Point Administration Officer

**Responsible to**: Manchester Carers Contact Point Co-ordinator

**Accountable to:** Head of Development & Innovation

**Reporting to**: Manchester Carers Contact Point Co-ordinator

**Salary**: £ 19554 per annum

**Hours:** 35 Hours with additional flexible working required to suit the needs of the role)

**Location**: Gaddum House, 6 Great Jackson Street Manchester

**Job Summary**

**Context**

Gaddum, working with Wai Yin, LMCP and Manchester Carers Forum have been awarded a contract to develop and deliver the Manchester Carers Contact Point, (MCCP) which will offer Manchester carers an initial point of contact for accessing advice and support in the City

**The Partners**

**Gaddum**

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 five Greater Manchester authorities, Bury, Manchester, Rochdale, Salford and Stockport.

**LMCP**

LMCP has been supporting South Asian carers in Manchester since 1990 through outreach work, monthly meetings of our Asian Carers’ Group, self-help groups and training. We take a holistic preventative approach that involves supporting the individual (carer), the family and the wider community. We work in partnership with others including commissioners and health and social care professionals to help ensure services reflect the diverse needs of Manchester’s carers.”

**Manchester Carers Forum**

"Carers spend their entire lives putting others first, and as a result can often end up feeling insignificant, isolated and ignored. Feelings of failure and anger, and of constant worry are common.

Our goal is to provide carers with a collective voice, and to provide the reassurance that someone is listening. Just knowing that someone cares can be a lifeline. With our support groups, training, mentoring and fun activities and advocacy for carers we aim to be that lifeline."

**Wai Yin**

Wai Yin's mission is to reach and empower people achieve better lives and create opportunities to overcome barriers.

- Providing information and advice services to carers,

- Supporting carers with complex issues from Chinese and BME communities,

- Supporting carers access culturally appropriate services

**Job Purpose**

To support the MCCP co-ordinator in the delivery of an advice and support service for Manchester Carers. This will require the provision of high quality administrative and clerical support and responsibility for inputting carers details onto the MCCP database. The successful post holder will also be required to work on the telephone helpline on occasions and triage referrals to the service which arrive through e-mail or social media

**Key responsibilities**

**Main Duties and responsibilities:**

1. To prioritise workload in agreement with the MCCP Coordinator
2. To receive and triage enquiries received to the service via e-mail or social media
3. To input carers details onto the services database
4. To assist in the maintenance and updating of the MCCP website or webpages
5. To respond to enquiries and requests by phone, email and fax
6. To answer the telephone efficiently, field calls and provide information about MCCP
7. To support induction processes for new staff, trainees or volunteers as it relates to administration processes
8. To assist with collating and inputting of data relating to the outcomes delivered for carers
9. To maintain efficient records, both electronic and paper
10. To assist with the promotion of the MCCP e.g. supporting development of publicity material and publishing the MCCP through Social media channels
11. To assist in the arrangement of meetings for the team
12. To take minutes of team meetings and others as requested by the MCCP Co-ordinator
13. To implement and maintain administrative and office systems
14. To undertake relevant training as agreed

**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 Manchester Carers Network 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 will be required to undertake other tasks as reasonably directed by the MCCP 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 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 as they relate to delivery of the MCCP