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**Job Description:** Manchester Carers Contact Point Co-ordinator

**Job Title**: Manchester Carers Contact Point Co-ordinator

**Responsible to**: Chief Executive

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

**Reporting to**: Manchester Carers Network Pathway Manager

**Salary**: £28,785 per annum

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

**Location**: Gaddum House

**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 Summary**

The Co-ordinator will take responsibility for supporting the development of this new service, and then managing its operation, which will offer access to carers through a number of routes including a telephone helpline which will be available from 8.30 am – 5.30pm Monday – Friday.

They will also oversee the delivery of the Manchester Carers Network co-ordination function in the absence of the Co-ordinator of that service, which is provided by Gaddum.

**Job Purpose**

The role will provide operational management of the Manchester Carers Contact Point.

This will involve developing and reviewing the services operational procedures and managing a staff team made up of employees from all 4 partners, Student Social Workers and volunteers.

The Co-ordinator will ensure that the advice that carers receive is appropriate to their needs, delivered in a professional manner and the outcomes are recorded effectively to demonstrate the value of the service.

Fulfilling the role will require the development and maintenance of effective relationships with a range of partners and Community based organisations in Manchester.

**Key responsibilities**

**Development and Delivery of the service**

* To manage the delivery of the Manchester Carers Contact Point
* To take responsibility for agreeing rotas for the covering of the service
* To develop and maintain operating processes for the service
* To develop and maintain a Community Directory of resources that carers will be signposted or referred to
* To ensure the delivery of independent, impartial and confidential information, advice and support through a range of means including telephone, email, and social media interaction
* To manage a team of Carer Support Workers providing accurate, up to date, carer-focussed information, advice and support that enables and empowers people.
* To ensure support is offered to carers on understanding their rights and options, problem solving, successfully navigating health and social care systems and where necessary signposting carers to a range of other sources of specialist information and support.
* To work in a person-centred way and empower others to access the support they need and make choices appropriate for them.
* To provide knowledge to colleagues and be an expert source of information to the project as a whole.
* To develop and maintain relationships with key organisations offering carers support, including statutory and voluntary sector organisations.
* To maintain up-to-date knowledge of current health and social care policies and practice
* To ensure that accurate up to date records of carers in touch with the service, using the MCCP database and other necessary monitoring processes.
* To ensure staff spend time in host organisations and the whole team benefits from the fact that the MCCP will be delivered in partnership
* To represent the Manchester Carers Contact Point in external meetings
* To support the development and delivery of a Communication plan for Manchester Carers Contact Point

**Finance & HR**

1. To be responsible for the direct line management and supervision of allocated members of the team
2. To liaise with the Host Organisations of support workers on all aspects of HR including supporting them to manage any disciplinary or grievance issues
3. To maintain close monitoring of expenditure in line with planned accounts and work within agreed budgets.
4. To maintain an awareness of any current financial constraints and support others to adhere to organisational finance regulations.
5. Ensure that services are operating and adhering to MCCP policies and procedures.
6. To develop and implement induction training all new staff, students or volunteers and provide regular supervision and annual appraisals

**Quality Assurance**

1. To ensure that systems are in place to monitor and record all advice and support offered to carers who are in contact with the MCCP
2. To monitor and report on the performance of the MCCP and ensure all internal and external performance targets and expectations are achieved
3. To support development of comprehensive governance processes for the delivery of the MCCP
4. Ensure monitoring systems are in place to carry out effective evaluation and impact of the service.
5. Support carers to be involved in service implementation, development, design and review of the MCCP
6. Ensure that all staff operate with Gaddum policies and procedures and where appropriate host organisations

**Organisational Responsibilities**

* 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 be flexible in supporting the needs of the organisation, including the provision of cover and support to colleagues within other MCCP services when required.
* To represent the MCCP, Gaddum and Partners at any relevant external working groups, events and meetings when appropriate.
* To encourage service users to be aware of the full extent of Gaddum, Partners and MCN 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 Manchester Carers Pathway Programme Manager, 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 MCCP policies and procedures.