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**Job Description:** Manchester Carers Contact Point Support Worker

**Job Title**: Manchester Carers Contact Point Support Worker

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

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

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

**Salary**: £21589 per annum

**Hours:** 35 Hours (worked on a rota basis between 8.30 – 5.30 Monday – Friday, with additional flexible working required to suit the needs of the role)

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

**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**

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 role of Support Worker will have responsibility for delivering advice and support to Manchester carers who contact the MCCP and ensuring that they receive appropriate signposting or referrals based on their individual need. Access to the service will be offered through a number of routes including a telephone helpline which will be available from 8.30 am – 5.30pm Monday – Friday.

Each of the partner organisations described above will host one worker.

It should be noted that the Person Specification for the posts that will be hosted by LMCP and Wai Yin contain additional criteria relating to the Communities they work with.

These criteria are clearly marked and applicants for these posts should make this clear on the application form which job they are applying for and also demonstrate how they meet these criteria in their application

**Job Purpose**

The aim of this role is to be part of a team providing a comprehensive information, advice and support service to carers in Manchester

The post holder will work alongside colleagues from Gaddum, Wai Yin, LMCP and MCF and other organisations to be the first contact in a busy service providing advice via a telephone advice line and managing referrals made through digital sources. They will provide information and advice immediately where possible, and refer more complex issues to the appropriate agencies delivering the Manchester Carers Pathway.

**Key responsibilities**

**Development and Delivery of the service**

* To support the delivery of the Manchester Carers Contact Point ‘single point of access’ Advice Line.
* To deliver independent, impartial and confidential information, advice and support through a range of means including telephone, email, letter and on-line chat
* To work as a member of a team of Carer Support Workers providing accurate, up to date, carer-focussed information, advice and support that enables and empowers people.
* To support carers, including those from Chinese and BME communities with 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 support the delivery of cultural awareness training, in order to share useful learning with other organisations or professionals through attending events and conferences on a local level.
* To provide knowledge to colleagues and be an expert source of information to the project as a whole.
* To help carers, including those from Chinese and BAME communities, access additional support, for example financial support via applications to external trusts and funding streams.
* 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 maintain accurate, up to date records of carers in touch with the service, using the MCCP database and other necessary monitoring processes.
* To support the delivery of the MCCP communication plan
* To represent MCCP in relevant local forums.
* To be the link between each of the Partner Organisations and the MCCP

**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 Co-ordinator, 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 of Gaddum’s policies and procedures as they relate to delivery of the MCCP