



Carers Manchester Central Partnership

JOB DESCRIPTION

- Job Title:** Carers Service Link Worker x 2
- Salary:** £21,748 per annum pro rata
- Hours:** 21 per week, requirement of flexibility for the needs of the service
- Period of Contract:** FIXED TERM- March 2023
- Location:** **ACCG/LMCP/ACMHS** Offices
- Responsible to:** **Line** Manager to be agreed

Background:

A Partnership to develop new strategies and support for unpaid carers across the Central Manchester Locality has been established. Led by ACCG the partners are African Caribbean Mental Health Service and LMCP. The Partnership is supported by Associate Member organisations Stroke Association, Himmat, Alzheimer's and Together Dementia

The Partnership

ACCG

The lead Partner African Caribbean Care Group (ACCG) has been established since 1983 and is an accredited provider of culturally appropriate health and social care services. ACCG has a long history of supporting unpaid carers to continue in their caring roles through the delivery person centred care and activities. Services that gives carers the opportunity for Respite. ACCG, embed in the community are a trusted provider of services to the Black, Asian, Minority Ethnic community with an in- depth knowledge the culturally specific needs of that community. ACCG support the whole family's needs particularly adults aged over 50 years. Some will have Dementia, physical and mental health disabilities, and long-term health conditions.

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 set up Manchester's first carers support group in 1991 – the Asian Carers Group (ACG). We take a holistic preventative approach that involves supporting the individual (carer), the family and the wider community. LMCP 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.

ACMHS

African and Caribbean Mental Health Services (ACMHS) have been providing community mental health support for 30 years. The charity was established in October 1989 as a direct result of concerns expressed in the community about the frequency with which second generation African and Caribbean young people were admitted to psychiatric hospitals and the regional forensic unit

Support is provided to carers and their families living in Manchester through a structured group meeting each month. Carers receive support, information and advice, practical help, short respite breaks, and alternative treatments. Carers are also given one to one support via phone or email between meetings. ACMHS have been supporting carers for over 20 years. Working in partnership with other organisations is vital for ACMHS's service and for the success of this partnership.

Associate Partners

Himmat, Alzheimer's Society, Stroke Association and Together Dementia Support

Main Purpose of Job:

The identification of Carers at the start of their caring journey increasing the number of carers accessing support, advice and information through the Manchester Carers Pathway by increasing awareness of individuals and VCSE organisations of the range of services available to them Carers Manchester.

The post holder will work alongside colleagues from ACCG, LMCP, ACMHS and other organisations.

Main Role and Responsibilities

- Identify, develop and maintain relationships with professionals/organisations/groups, VCS organisations & individuals in Central Manchester that may support carers, with an emphasis on those that work with excluded groups
- Raise awareness of these individuals and VCS organisations of the range of services available through Carers Manchester Pathway and Contact Point.

- Support individuals and Voluntary, Community and statutory (VCS) organisations to develop links with Carers Manchester Contact Point (CMCP) and carers service providers.
- Support Carers to be socially connected and not isolated.
- Support individuals and VCS organisations to identify gaps in provision and work in partnership with others to develop appropriate support and services for their communities/members/service users
- In partnership with individuals and VCS organisations identify unmet needs and feedback through the Management Team and other appropriate channels.
- Identify and promote volunteering opportunities to individuals and VCS organisations.
- Work as a member of a team.
- Promote the project to colleagues through specialist knowledge and experience
- Maintain up-to-date knowledge of current Health and Social Care policies, legislation and practice
- Maintain accurate, up to date records of carers in touch with the service, using the ACCG's database and other necessary monitoring processes
- Support the delivery of the Central Manchester Carers Locality Partnership (CMCLP) communication plan
- Represent CMCLP in relevant local forums
- Be the link between each of the Partner Organisations and the CMCLP.

Other Duties and Responsibilities

- Complete specific tasks allocated through work plans, project plans and the business plan
- Provide monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes
- Be involved in producing information for annual impact reports
- Actively engage in ongoing personal and professional development, making full use of supervision, appraisal and learning opportunities
- Promote equality and diversity at all times ensuring inclusive and integrated services
- Seek advice, support and guidance as required
- Maintain a general understanding of the work of the whole organisation and attend team meetings/events as appropriate.
- Adopt a flexible approach to working patterns to suit the needs of the role and responsibilities as required

Quality Standards

- To ensure, that the specifications from each funding body are met.

Personal/Professional Development:

- The post-holder will participate in any training programme implemented by the Partner organisation as part of this employment, such training to include: Staff development, induction and on the job training
- To participate in an annual individual appraisal and supervision performance review, and to take responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and by demonstrating skills and activities to others who are undertaking similar work.

Communication:

- The post-holder should recognise the importance of effective communication and will strive to:
- Communicate effectively with carers
- Recognise people's needs for any preferred alternative methods of communication and respond accordingly.

Confidentiality:

- In the course of seeking support, carers entrust us with personal and sensitive information including their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately under the data protection rules.
- The post-holder will have access to confidential information relating to service users and their carers. All such information from any source is to be regarded as strictly confidential. The post holder will maintain and promote confidentiality of information for carers, service users and businesses in accordance with the Data Protection Act.

Dignity and Respect

- To treat service users, colleagues and visitors with respect and dignity a all times.
- To recognise and respect the cultural differences in others.

Health & Safety:

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the ACCG Health & Safety Policy, to include:
- Using personal security systems within the workplace according to ACCG guidelines.

- Identifying the risks involved in work activities and undertaking such activities in a manner or way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection prevention and control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Identifying, assessing and reporting any potential risks.

Fire

- Adhering to fire regulations, procedures and evaluation procedures.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder.

The post-holder will be required to undertake other tasks as reasonably directed by the CMCLP 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 is likely 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 ACCG and LMCP and ACMHS policies and procedures.

Person Specification - Carers Services Link Worker

Criteria	Essential	Desirable	Assessed
Qualification and training	Maths and English GCSE at grades C or above (or equivalent qualification)	Evidence of continuous professional development. Qualification in community development. Educated to degree level, equivalent professional qualification or relevant experience.	Application
Knowledge and Experience	<p>Knowledge of legislation that affects carers</p> <p>A clear understanding of the issues affecting carers and their support needs</p> <p>Experience of report writing and record keeping</p> <p>Understanding of the ethos of the voluntary and community sector Understanding of Child and Adult Safeguarding policies</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>An excellent understanding of the issues facing BAME Carer: South Asian carers - LMCP Post & African Caribbean Carers -</p>	One year's experience of directly working, paid or unpaid, with VCSE organisations	Application interview

	ACCG, ACMHS Posts & those caring for older people- ACCG Post		
Skills and abilities	<p>Excellent verbal, listening and written communication skills</p> <p>Ability to listen and question sensitively whilst maintaining control of the situation.</p> <p>Ability to manage own workload Proven team work skills as well as ability to work on one's own</p> <p>Good level of IT skills and ability of using a database</p> <p>Experience of outcome monitoring Sensitive to a range of cultural backgrounds</p> <p>Ability to communicate in Urdu/Hindi for the LMCP post</p>		Application / interview
Attitudes and values	<p>Committed to the values of ACCG, LMCP, ACMHS and other partners</p> <p>Non-judgmental attitude.</p> <p>A flexible & positive work ethic.</p> <p>Demonstration of a commitment to equality and diversity</p>	Understanding of support, advice & guidance.	Application/ interview
Others	Flexible approach to working hours to meet the needs of the service. As the role develops this may include evenings and weekends	Full UK Drivers License plus access to vehicle	Application/ interview Application/ interview