



Improving equality, wellbeing & independence

LMCP Care Link

Charity Registration No. – 1128362 / Company Registration No. - 6729806

Website: <https://LMCP.co.uk> / Tel: 0161 226 4632 / Email: info@LMCP.co.uk

JOB DESCRIPTION

Job Title:	Development Worker Trafford (Information and Advice)
Salary:	£20,238 per annum pro rata
Hours:	17.5 hours per week, requirement of flexibility for the needs of the service
Period of Contract:	FIXED TERM till end of March 2022
Location:	LMCP Offices
Responsible to:	Line Manager

Background:

LMCP is a registered charity. We provide early intervention and prevention services to people from South Asian communities.

Our vision - improve equality, wellbeing and independence

Our mission - work at grass-roots and strategic levels to promote equalities, maximise learning and research to improve wellbeing and independence

This is reflected in our values - Integrity; Excellence; Respect; Dignity; Innovation

Working with individuals, families and communities we enable people to make decisions and empower them to exert control in their lives

Main purpose of the role

To lead and manage the development, delivery, monitoring and evaluation of an Information and Advice service for South Asians living in Trafford

To work as part of a team to ensure a holistic and joined up approach to the development, delivery, monitoring and evaluation of services across LMCP

- To plan, deliver and monitor a range of activities designed to meet the needs of the people who use the services of LMCP and that address the Information and Advice service contractual requirements; innovative model of service delivery, for example, self-help groups, that improve independence, self-help, self-reliance and self-efficacy, aid recovery and build resilience

- To promote the work of LMCP with a range of partners and stakeholders
- To recruit, support and supervise volunteers to support the delivery of activities
- To ensure accurate records are kept of all activities undertaken and outcomes achieved
- To complete monitoring returns / prepare reports on all activities including outcomes/impact, for the Manager, Commissioners, other funders and stakeholders, the Management Board
- To keep up to date with changes in services/support at a local, regional and national level
- To contribute towards the identification and development of new funding opportunities for LMCP

Main duties:

1. Proactively locate potential service users from South Asian communities
2. Raise service users' awareness of their needs, services that are available and how to access these
3. Carry out holistic assessments using LMCP's assessment form
4. Provide practical (information, literature, phone calls, form filling, correspondence, accompany on appointments/ visits) and emotional support to service users in line with Trafford's Information and Advice service specification
5. Facilitate, in partnership with student social workers and volunteers, self-help groups and other activities
6. Liaise with staff from service providers to learn about their services, their eligibility criteria and to access services for LMCP's service users
7. Maintain up to date knowledge of service/support providers and service eligibility criteria
8. Contribute to the service provider's understanding of the cultural and religious needs of service users through joint working with their staff and by attending appropriate meetings
9. Contribute to the development of strategies, policies and plans for services/support for South Asians by, for example, serving on appropriate forums
10. Liaise with community organisations to access their members and to help facilitate service development/ delivery, for example, self-help groups
11. Provide a drop-in facility
12. Develop and implement appropriate evaluation and monitoring processes to support evidence of progress and reporting requirements
13. Contribute to external evaluation of LMCP's work
14. Take responsibility for own learning and professional development
15. Adhere to relevant employer policies and procedures
16. Strive for continuous service improvement and fostering good relationships with key partners and stakeholders internally and externally
17. Undertake presentations/ input to events both internally and externally to promote LMCP and its services
18. Undertake any other tasks related to LMCP's work that may from time to time be reasonably required

Person Specification

Criteria	Essential	Desirable	Assessed
Qualification and training	<ul style="list-style-type: none"> • Maths and English GCSE at grades C or above (or equivalent qualification) 	<ul style="list-style-type: none"> • Evidence of continuous professional development. Qualification in community 	<ul style="list-style-type: none"> • Application

		<p>development</p> <ul style="list-style-type: none"> • Educated to degree level, qualification in provision of Information and Advice or relevant experience 	
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of providing information and advice on welfare benefits, social and health care, housing etc. to people from South Asian communities • Experience of working with community groups and community leaders • Experience of supporting others to improve or maintain their quality of life • Experience of recruiting and supporting volunteers • Experience of report writing and record keeping • Understanding of the ethos of the voluntary and community sector • Understanding of Adult Safeguarding policies • An understanding of the issues facing South Asian communities and their support needs and access /barriers to services faced 	<ul style="list-style-type: none"> • One year's experience of directly working, paid or unpaid, with VCSE organisations • Experience of working with a range of health and social care professionals • Knowledge of Trafford partner organisations and services across the VCSE and statutory sectors 	<ul style="list-style-type: none"> • Application interview
Skills and abilities	<ul style="list-style-type: none"> • Excellent verbal, listening and written communication skills • Ability to manage own workload • Proven team work skills as well as ability to work on one's own • Experience of outcomes monitoring • Ability to speak Urdu/Punjabi • Ability to assess service user needs holistically • Ability to produce support /action plans • Ability to provide support brokerage 	<ul style="list-style-type: none"> • Ability to gather new and complex information and to present this verbally and in writing in a clear and understandable form • Experience of producing publicity material • Ability to publicise the work of LMCP through a range of channels 	<ul style="list-style-type: none"> • Application / interview

	<ul style="list-style-type: none"> • Ability to keep accurate records of work undertaken and producing reports to an acceptable standard in a short space of time • Strong attention to detail and highly organised approach to work • Advocacy skills • IT literate including proficiency across Microsoft Office • Excellent time management skills • Ability to supervise volunteers 		
Attitudes and values	<ul style="list-style-type: none"> • Committed to the values of LMCP • A flexible & positive work ethic • A commitment to learning and development • Evidence of being a confident, self-starter and ability to work under minimum supervision • Commitment to working in partnership with colleagues and other professionals • Demonstrable commitment to high professional and quality standards • Ability to travel independently throughout the areas where services are being delivered 	<ul style="list-style-type: none"> • Understanding of support, advice & guidance 	<ul style="list-style-type: none"> • Application/ interview
Others	<ul style="list-style-type: none"> • Flexible approach to working hours to meet the needs of the service. 	<ul style="list-style-type: none"> • Full UK Driver's License plus access to vehicle 	<ul style="list-style-type: none"> • Application/ interview