**About GDA**

GDA is a vibrant disabled people led organisation with **over 5000 Members**– the biggest groundswell of disabled people in Europe. GDA is a leading example of a community of interest and identity: this means we are connected by common barriers, a shared understanding of solutions, a sense of belonging and a shared identity as disabled people. Our mission is to build the confidence, connections and contributions of disabled people; our vision is that disabled people can participate fully in their own lives, communities and wider society with the support they need and with choices equal to other people.

Through accessible learning, coaching, events and activities GDA connects disabled people with each other, with opportunities and with decision makers. We recognise talents and strengths and support disabled people to build on these, participate and be leaders in their own lives.

GDA believes in the social model of disability: it is barriers in society and not conditions or impairments which disable us. This liberating model enables disabled people to find solutions to poverty, inequality and exclusion: simply put- the removal of barriers.

Founded on human rights and community development, our approaches:

* Put disabled people at the centre of finding solutions to the barriers they face.
* Support them to take control over their lives, build voices and develop connections and resilience.
* Build capacity for disabled people to influence decisions and drive changes in policies, services and their own lives.

**GDA activities have built over 20 years and have to date included**:

* Engaging disabled people through wide-scale methods using:
	+ community development approaches
	+ accessible communications strategy
* Delivering individual and collective capacity building programmes e.g. learning, events, coaching, group-work and individual support which raise aspirations and self-belief, develop skills and confidence, increase choice and control and help disabled people change their lives and fulfil their potential: this includes making their vital contributions.
* Building Voices individually and collectively
* Providing accessible information, signposting and facilitating access to services
* Providing a vital income maximisation service to disabled people in Glasgow through our uniquely accessible welfare benefit advice and representation service, Rights Now.
* Collaborative working through partnerships and co-production with public partners and others willing to improve quality of policies and services to be more effective, efficient and responsive to disabled people.

**COVID19**

**GDA supports disabled people of all ages/ impairment** (physical, sensory, mental health, learning difficulties) and long-term conditions. Free, inclusive, accessible Activities are open to members **and** non-members. Ordinarily we provide transport, personal assistance, communication support and accessible information to enable participation. Currently we are getting programmes online and responding to emergent needs evidenced by member engagement.

**GDA’s “Resilience Response: Leaving No-one Behind”** has developed rapidly and features 6 key and overlapping elements:

1. **GDA Wellbeing: Membership engagement** initially contacting 5000 disabled people about their needs and priorities. We have now identified lists of people who are at risk across a range of areas and require follow up support. Referrals are also coming in from external partners.
2. **GDA Lifeline: Identifying, co-ordinating and delivering** essential shopping and other resources including collecting and delivering medication prescriptions to disabled people across the Greater Glasgow area in response to needs.
3. **GDA Connects: Identifying, co-ordinating and delivering IT equipment and related resources** and getting disabled people online.
4. **GDA Learns: Providing Peer support and learning programmes** including identifying and supporting learners to move online.
5. **GDA Rights Now: Providing Welfare Rights**  information, advice, support and representation
6. **GDA Voices: Amplifying disabled people’s voices** so that planners, policy and decision makers, including Scottish Government, can better understand the specific impacts of Covid19 and the response required to protect rights and mitigate the unequal impacts evidenced through our member engagement.

**The post holder will work to deliver the 2nd key part of GDA’s Resilience Response working collaboratively and co-operatively with colleagues across the organisation**

GDA’s “Resilience Response: Leaving No-one Behind” builds on our knowledge and expertise, and responds to extensive engagement: postal mail reaching over 5000, 3000 disabled people called, almost 2000 disabled people reached and spoken to and 1500+ surveys completed.

**COVID Key issues include:**

* **40% of disabled people worried about food, medication or money.** Many falling between cracks e.g. huge delays processing benefits applications. **Existing poverty and financial exclusion** -many have no way to pay bills or buy essentials under lockdown e.g. phone top-ups and utility bills.
* **Food insecurity has spiked**: many disabled people are left short of food
* **Isolation**- **over 72% worrying about becoming acutely isolated affecting health**.
* **Vital Information** is mostly online and not reaching disabled people in clear, accessible formats.
* **Digital exclusion** is huge: **only 37% of disabled respondents have home broadband or IT and many lack the confidence or skills to use it** so they are unable to tap into local services and responses.
* Despite huge mobilisation of local voluntary sector responses, **76% of disabled respondents were not aware of any of these local support services or were unable to access them.**
* **Lifeline services are being removed** at a time of acute need and uncertainty leaving disabled people even more vulnerable.
* **Social Care** **supports have been withdrawn from a further 1884 people in Glasgow since 19th March** – with some given no notice at all, and no idea when/if their care would be reinstated.
* **Mental Health**: the pandemic has seen vital supports removed from many who live with long-term mental health conditions. Members report mental health teams are uncontactable, leaving them extremely vulnerable at this incredibly challenging time.
* **Rights to life are on the line**: GDA members are terrified that ‘resource rationing’ guidelines are stripping them of their rights to equal access to potentially life-saving treatment. Several individuals reported feeling pressured into agreeing DNR notices, or being told they won’t be eligible for hospital treatment should they fall ill.

**Covid-19 has supercharged inequalities already faced by disabled people and responses risk leaving disabled people behind because:**

* Many disabled people are not listed as “shielding” when their GP feels that they should be.
* Many disabled people don’t know about local provision and can’t access it or can’t get through even when they try e.g. shielding lines
* Members have reported that even shielding responses do not cover essential items e.g. special diets not accommodated, no fresh fruit/veg, no bread/milk. or receive food they can’t physically cook as no support
* Uncertainty about frequency of deliveries;
* Responders- including Shielding unable to collect medication
* Disabled people are often dealing with multiple levels of chaos- benefits, accessing their money, not having broadband or data

**Job Description and Person Specification**

**Job Title: Resources Coordinator – GDA Lifeline, Resilience Response**

**Salary**: £26,000

**Contract status:** This is a fixed term post to be reviewed after 3 months and likely extended for another 3 months.

**Reports to**: Development Manager (Anti-Poverty & Lifeline)

**Accountable to**: Chief Executive

**Hours**: 35 hours / week Monday – 35 hours per week (some evening/weekend work will be required to accommodate the needs of the service)

**Location**: partly Home Based due to COVID 19 and in and out of Templeton Business Centre to co-ordinate Lifeline packs.

**Outline of the role**

GDA is seeking an experienced self-motivated, flexible and multi-skilled individual to deliver our ‘**Covid-19 Resilience Project’**, working collaboratively with other GDA staff and partners. This is a key part of GDA’s  **“Resilience Response: Leaving No-one Behind”** and will build on GDA’s existing supports to disabled people now since the impact of COVID19 and over many years of supports provided.

As valuable member of the staff team, the Resource Coordinator will coordinate the delivery of GDA’s resilience response support to ensure that the needs of disabled people are identified, assessed or “screened” and met as rapidly and effectively as possible. Responding to referrals by direct contact with individuals the Resource Coordinator will “triage” by identifying and confirming needs, demonstrating empathy, understanding and sensitivity and supporting disabled people to access appropriate sources of support.

Knowledge of Glasgow statutory, voluntary and community-based services and initiatives will be advantageous as would experience of setting up/ delivering a service and monitoring and evaluation systems to record, monitor and evaluate impact.

**Main Duties and Responsibilities**

* Coordinate GDA Resilience Project by managing and processing all referrals and communications to and from the project including to disabled people and partner agencies by telephone, e-mail, social media etc.
* Respond with kindness and compassion to individuals facing extreme hardship due to COVID which has exacerbated existing inequalities.
* Carry out assessment of need with each individual, to identify need, resources required, whether individual meets criteria set and respond accordingly. This will include liaising with the individual, with colleagues and at times with partners to establish urgency of response.
* Explore barriers and identify solutions referring to local services and supports where available and where these can support disabled people during COVID.
* Refer to GDA’s other supports e.g. GDA Welfare Rights Service.
* Work closely with line manager to escalate support or refer disabled people requiring more complex or emergency interventions e.g. mental health supports.
* Identify and source necessary goods, services and resources required to meet disabled people’s needs, utilising GDA resources and those of partner organisations where appropriate.
* Develop GDA’s existing Lifeline systems to order, monitor and maintain stocks and controls of goods and resources such as food, household goods and other resources to ensure coverage- building on GDA’s existing methods.
* Coordinate delivery/receipt of these goods to disabled people, following safe guidelines.
* Maintain and develop systems to respond to and record needs of individuals and record and monitor the GDA resilience response services delivered.
* Communicate key issues and information to colleagues.
* Log referrals from disabled people, GDA colleagues and external organisations and partners to establish needs and urgency
* Encourage and support disabled people who are isolated due to Covid-19 to increase their connectedness and participation in other GDA and locally based activities that improve wellbeing and resilience.
* Participate in providing insights and updates to other GDA staff on routine Resilience Project learning as requested.
* Provide input to ensure that the Resilience Project is represented internally, across GDA activities and externally. Represent the project at internal and external meetings as required to share learning and influence Glasgow strategies and policies.

**Monitoring**

* Maintain accurate records at the pre-intervention, intervention and post-intervention stages
* Contribute to reporting, monitoring and evaluation arrangements in line with management systems including maintaining client records.
* Gather evidence and information sensitively and responsively to individual needs to report progress towards project outcomes including impact via case studies, testimonials or if preferred anonymously.
* Prepare and provide reports to Development Manager, Chief Executive Officer, funders and policy makers as requested.
* Work with others to help to identify gaps in the project provision and update information and resources accordingly.
* Contribute to the development of the project more widely in response to ongoing evaluation and project learning.
* Comply with GDPR at all times in relation to the above.

**Partnerships and Collaboration**

* Contribute to collaborations and partnership working to support networks and relationships which focus on improving or developing resilience services for disabled people.
* Work collaboratively with others to ensure referrals, joint working and share learning
* Support the voices of disabled people to be heard and positively influence policy and practice, as appropriate, including service delivery.
* Develop and maintain information on relevant local services, facilities, resources and networks. Where appropriate make referrals to relevant organisations.

**General**

* To be directed, as necessary, by Development Manager / Chief Executive in relation to tasks, workloads and priorities.
* To work collaboratively with GDA colleagues, contributing to the positive, proactive and supportive culture of GDA.
* To commit to developing and maintaining specialist knowledge for the role and to keep alert to developments in policy and practice impacting on disabled people
* To respect the confidentiality of disabled people, colleagues and departments at all times
* To contribute to talks and presentations – likely online at events to promote the Project.
* To subscribe to the ethos, vision and mission of GDA, taking individual and collective professional responsibility to champion GDA’s equality and human rights agenda.
* To work at all times with integrity and to the highest professional standards.
* To ensure that services are provided in accordance with GDA’s Policies.
* To undertake such other duties as may be required by the Development Manager, Chief Executive Officer, or GDA’s Board of Directors and that are consistent with the overall aims of the post.

**Person Specification: Resource Coordinator**

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| --- | --- | --- |
| **Skills and Abilities** | **Essential** | **Desirable** |
| 1. Excellent communication skills, in person and on telephone including ability to deal with challenging conversations.
 | **🗸** |  |
| 1. Competent ability Microsoft IT packages including Word, Excel, Outlook.
 | **🗸** |  |
| 1. Ability to work on own initiative, prioritise, reprioritise under direction of Development Manager
 | **🗸** |  |
| 1. Ability to research sources of information and support for disabled people and to share these with service users, colleagues and partners.
 | **🗸** |  |
| 1. Ability to assess support needs and to prioritise service response effectively.
 | **🗸** |  |
| 1. Able to carry out physical tasks as necessary in the role, e.g. lifting boxes, organising food store etc.
 | **🗸** |  |
| 1. Ability to drive and to pick up supplies
 |  | **🗸** |
| **Knowledge and Experience** | **Essential** | **Desirable** |
| 1. Experience working or volunteering in an organisation providing information, advice or support services
 | **🗸** |  |
| 1. Experience of dealing with variety of people including people who may be upset or in distress.
 | **🗸** |  |
| 1. Personal experience as a disabled person or experience through working/volunteering with disabled people.
 |  | **🗸** |
| 1. Experience of multi-tasking
 | **🗸** |  |
| 1. Experience of using project monitoring or evaluation reports
 |  | **🗸** |

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| **Personal Attributes** | **Essential** | **Desirable** |
| 1. Responsible attitude for work tasks and a sense of pride in quality of work
 | **🗸** |  |
| 1. Flexible and adaptive to change.
 | **🗸** |  |
| 1. Friendly courteous manner and ability to connect with people, build trust and collaborate.
 | **🗸** |  |
| 1. Demonstrable Kindness and must value human rights

 approaches which are non-discriminatory and non-  judgemental  | **🗸** |  |
| 1. Teamwork: contributing to and supporting your colleagues sharing learning and contributing to GDA development
 | **🗸** |  |
| 1. Self-motivated, proactive and ability to work on own initiative under pressure and to tight deadlines.
 | **🗸** |  |
| 1. Commitment to ethos of GDA and a passion for working with disabled people to overcome barriers and achieve positive changes in their lives.
 | **🗸** |  |
| Other requirements | **Essential** | **Desirable** |
| Flexible approach to work hours to meet the needs of the service | **🗸** |  |