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**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 Learning: 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 1st 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: Wellbeing Adviser – GDA Wellbeing, Resilience Response**

**Salary**: £26,000

**Contract status:** This is a fixed term post initially funded for 6 months and dependent on current context and related funding.

**Reports to**: Development Manager (Wellbeing)

**Accountable to**: Chief Executive

**Hours**: 35 hours / week Monday – Saturday on rotating shift pattern on a Saturday morning, 10am-1pm. The post holder will be required to adopt a flexible approach to working hours to meet the needs of the service as it evolves.

**Location**: Home Based due to Covid-19; Templeton Business Centre if permitted

**Outline of the role**

GDA is seeking an experienced self-motivated, flexible and multi-skilled individual to deliver our ‘**Covid-19 Wellbeing project’**, working collaboratively with another Wellbeing Adviser and alongside 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 a valuable member of the staff Team, the Wellbeing Advisor will provide reliable, accessible health and wellbeing information, advice and support, responding sensitively and with empathy and kindness to those who call, email, write and contact us via social media. You will have experience of providing information and advice to people facing challenging circumstances and of referring people to further supports and services. The project will be delivered alongside GDA’s other supports and so the ability to learn fast and build relationships with colleagues will be vital, as will the ability to establish rapport and build trust with callers in order to provide the best support to them.

The post holder will deliver the highest quality service, ensuring that we are responsive to disabled people’s needs and striving to provide a positive experience so that callers feel treated with kindness and understanding.

**Main Duties and Responsibilities**

**Important note:** as this is an emerging need and part of our ongoing GDA’s  **“Resilience Response: Leaving No-one Behind”**, this role and associated project will continually develop according to needs identified and ongoing learning. Therefore, these tasks are subject to change based on ongoing learning from experience to enable us to provide the most responsive and appropriate service necessary.

**Key delivery tasks-** As a key part of GDA’s  **“Resilience Response: Leaving No-one Behind”**:

* To provide high quality information and support in an empathic, kind and professional way via telephone, email and social media platforms to disabled people.
* Assess participants’ appropriate pathways within the project, including signposting and supporting them to access alternative services where necessary.
* Using a casework model, work with each participant to identify their personal outcomes and priorities to improve their health and wellbeing.
* Explore barriers and identify potential solutions with people referring to GDA’s wellbeing supports- crisis support, counselling, coaching- emotional or physical exercise- or external mental health services .
* Work closely with line manager to escalate support or refer disabled people requiring more complex interventions.
* Support participants to raise aspirations, identify their strengths, develop personal health and wellbeing goals and build their capacity to achieve these.
* Discuss difficult issues in a timely and appropriate way with line manager and take responsibility for any necessary ongoing actions.
* Identify individuals who would benefit from the Wellbeing project’s 1-2-1 or group counselling, coaching, learning or other peer support activities.
* Encourage and support disabled people who are isolated due to Covid-19 to increase their connectedness and participation in general GDA and locally based activities that improve wellbeing and resilience.
* Develop and deliver evidence-based interventions of telephone and online health and wellbeing support to individuals and small groups, both as part of the Wellbeing project and GDA’s general learning programme.
* Develop and implement appropriate exit, progression and re-referral strategies for project participants.
* Utilise and contribute to GDA’s database of local services, facilities, resources and networks and make referrals as appropriate.
* Participate in providing training/information to other GDA staff on routine project themes as requested.
* Provide input to ensure that the Wellbeing project is represented internally, across GDA activities and externally. Represent the Wellbeing project at internal and external meetings as required.

**Monitoring and evaluation key tasks**

* Contribute to ongoing reporting and development of the monitoring and evaluation systems and processes for the project.
* Maintain accurate records, gather evidence and prepare reports of progress towards project outcomes. Specifically, collect information for the purposes of statistical and qualitative monitoring and evaluation reports e.g. case studies, photographs, testimony demonstrating “distance travelled” or impact.
* Plan and record interventions, review and track progress, including supporting participants’ ability to self-assess their progress. Assist project participants to record their own progress, using accessible and creative methods when and if appropriate.
* Work within, and regularly input to, the policies and processes in place for the service, including call handling processes, data input and management, quality assurance processes and safeguarding procedures.
* 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.

**General duties**

* To be directed, as necessary, by Line Manager / Chief Executive in relation to tasks, workloads and priorities.
* Work collaboratively with GDA colleagues, contributing to the positive, proactive and supportive culture of GDA.
* Subscribe to the ethos, vision and mission of GDA, taking individual and collective professional responsibility to champion equalities and human rights.
* Work at all times with integrity, kindness and to the highest professional standards.
* Ensure that services are provided in accordance with GDA’s Policies.
* 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
* Undertake other duties as may be required by the CEO or GDA’s Board of Directors consistent with the overall aims of the post, project workplan priorities.

**Person Specification: Wellbeing Adviser**

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| **Skills & Abilities** | **Essential** | **Desirable** |
| 1. Strong listening and communication skills with understanding and empathy to help you inform, challenge and support effectively. | **🗸** |  |
| 1. Case working skills including investigative interviewing to assess needs, priorities, barriers and solutions | **🗸** |  |
| 1. Excellent written and verbal communication skills: able to communicate complex and sensitive issues with ease. | **🗸** |  |
| 1. Ability to negotiate and support disabled people to access GDA’s own Wellbeing services AND community based services and activities that support health and wellbeing. | **🗸** |  |
| 1. Ability to develop a non-dependent relationship with awareness of professional and personal boundaries whilst being supportive and respectful of others | **🗸** |  |
| 1. Able to work independently and proactively with minimal supervision to prioritise work, meet deadlines while also being a supportive team player. | **🗸** |  |
| 1. Ability to maintain confidentiality sensitively and appropriately. | **🗸** |  |
| 1. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively e.g. with service providers in the interest of disabled people. | **🗸** |  |
| 1. Ability to engage with and adapt to rapidly changing and fast paced environment in context of COVID | **🗸** |  |
| 1. Community development methods and approaches e.g. willingness and ability to work with groups. | **🗸** |  |
| **Knowledge and Experience** | **Essential** | **Desirable** |
| 1. Experience in a counselling or advice-giving role, in either a voluntary or a paid capacity. This will include telephone helpline experience, preferably in a health-related or similar environment. In addition, you must have experience in providing good quality information. | **✓** |  |
| 1. Excellent planning and organisational skills with good attention to detail. Proactive and conscientious person with the ability to work on multiple asks simultaneously.. | **✓** |  |
| 1. Experience of using relevant software and/or customer relationship management (CRM) databases | **✓** |  |
| 1. Knowledge and experience of working with people experiencing complex social and emotional situations i.e. who have social, emotional and mental health issues | **🗸** |  |
| 1. Basic knowledge of data protection and child and/or adult protection (safeguarding) procedures backed up with experience of using these processes. | **🗸** |  |
| 1. Competent in MS Office skills (in particular Outlook, Word and Excel) | **🗸** |  |
| 1. Experience and/or personal experience of supporting disabled or disadvantaged people, individually or groups. | **✓** |  |
| 1. Educated to Degree Level or equivalent experience and track record | **✓** |  |
| **Personal Attributes & Attitude** | **Essential** | **Desirable** |
| 1. Strong commitment to high standards of service delivery and quality customer care. | **🗸** |  |
| 1. Demonstrable Kindness and must value human rights approaches which are non-discriminatory and non-judgemental | **🗸** |  |
| 1. Teamwork: contributing to and supporting your colleagues utilising individual and shared learning and development. | **🗸** |  |
| 1. Accountability: taking responsibility for your actions and behaviour using feedback to learn and develop | **🗸** |  |
| 1. Effective relationships: understanding how your behaviour affects others, showing trust, and collaborating positively. | **🗸** |  |
| 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 | **🗸** |  |