

Job Description	<h2 style="color: #663399;">Development Support Officer</h2>
About the role	<p>Our work at Self Directed Support Scotland is all about ensuring people can live well, and are able to have as much choice, control and flexibility as they wish when it comes to any support they need.</p> <p>Our focus is on improving the implementation of Self-directed Support (SDS) in Scotland. We do this by working collaboratively across the social care sector: with our members, Scottish Government, Local Authorities and third sector organisations. We promote the values and principles of SDS and deliver a range of projects aimed at improving understanding of (and access to) Self-directed Support.</p> <p>This is an exciting time to join our team as we manage an increasing workload, working to implement the national SDS Improvement Plan. We're looking for a talented and adaptable Development Support Officer to support our team across a range of projects and deliverables.</p> <p>This position, offered on a full-time basis, will have a mixture of responsibilities: supporting our team with current projects in research, e-learning (including training strategy and content creation), and supporting communications and events activity.</p> <p>To do this effectively, you will be a confident communicator able to build strong relationships with a range of stakeholders, have good digital skills, and a capacity for understanding the challenges faced by people accessing social care. This could come from lived experience of using social care, being an unpaid carer, or a good understanding of disability policy, for example.</p> <p>Essential to the role are initiative and organisational skills, excellent IT skills, facilitation or training experience and the ability to gather and interpret data.</p> <p>The role can be office based in Edinburgh or remotely, with occasional national travel for events. Confidence to use database software, website CMS and e-learning design software experience is highly desirable.</p>



About SDSS	<p>Our vision is “A Scotland where quality Self-directed Support is available to all as a route to Independent Living”.</p> <p>We work to promote the values and principles of Self-directed Support, including choice, control and flexibility in all aspects of social care support.</p> <p>We do this by working collaboratively across the social care sector: with Scottish Government, Local Authorities, third sector organisations and our members, to improve Self-directed Support implementation in Scotland.</p> <p>As a membership organisation, we bring together those who share our vision and values, to amplify our collective voice around social care support issues.</p> <p>We champion local Independent SDS Support Organisations across Scotland, who help thousands of people every year access and manage the support they need to live well.</p> <p>Our focus in recruitment is to find the <i>right people</i> first. We’re a supportive and positive team focused on how we can build around the skills and experience of those who have passion and connection to user-led organisations, issues in social care or the ethos of the social model of disability.</p>
Benefits & Outline Terms	<p>£31,500 per annum (FTE).</p> <p>Full-time 35 hours, permanent.</p> <p>Seven weeks’ annual leave including public holidays.</p> <p>Contributory pension scheme, 6% employer contribution.</p> <p>Occasional weekend and evening work may be required.</p> <p>SDSS is an equal opportunities and <u>Fair Work First</u> employer and applications from disabled people are particularly welcome.</p>
Location	Edinburgh Office based (Norton Park, 57 Albion Road, Edinburgh, EH7 5QY) with some travel and occasional overnight requirements.
Reporting to	Communications Manager
Reports	None



<p>Job Purpose</p>	<p>To provide effective communications and operational support on project delivery, with an initial focus on training, both online and e-learning, and National Conference delivery.</p> <p>To effectively administer communications around forums, meetings, and secretariat tasks in support of the delivery of the SDSS workplan and strategy.</p> <p>To support the team in keeping SDSS membership and project data up-to-date and accessible.</p> <p>To work to the values of SDSS in support of our membership, stakeholders and staff.</p> <p>To undertake any duties or responsibilities deemed appropriate to the post.</p>
<p>Responsible for</p>	<ul style="list-style-type: none"> • Co-delivery of the National PA Training Framework, content and training materials for use with Personal Assistants and PA Employers. • Coordinating data gathering campaigns such as surveys. • Supporting the delivery of SDSS events including national in-person conference and AGM • Campaign and secretariat management for national collaborations, such as the Personal Assistant Programme Board. • Supporting delivery of stakeholder communications including social media and email newsletter.
<p>Outputs</p>	<p>Candidates will be confident to</p> <ul style="list-style-type: none"> • Identify foundation learning for PAs and develop appropriate training materials • Develop e-learning that supports the content of the PA employer and PA Handbooks • Incorporate PA training within existing mechanisms where it makes sense to do so • Contribute to workplan projects e.g. Co facilitate training • Lead on the development of a training locator including building relationships with relevant stakeholders to gather data • Coordinate data gathering campaigns such as surveys • Support maintenance of stakeholder database and ensure data captured in public search is accurate • Support delivery of SDSS events including national in-person conference and AGM



- Support delivery of stakeholder communications including social media and email newsletter
- Campaign and secretariat management for national collaborations, such as the Personal Assistant Programme Board
- Contribute to weekly operations meetings to ensure team and workplan needs are resourced
- Work effectively with the management team
- Contribute to presenting a welcoming and positive environment for staff and other stakeholders
- Act in accordance with direct instructions from senior colleagues
- Provide and assist with on-the-job training in admin and office systems
- Assist with service user and membership matters where appropriate
- Immediately report any breaches of office/data security to Manager as appropriate
- Be aware of health and safety and contribute fully to keeping the work environment, community, people who use services, and yourself safe
- Maintain responsive and effective communication with stakeholders by directing and following up on enquiries appropriately
- Logging and reporting on enquiries.



Experience	Essential/ Desirable	Assessment
Key Indicator		
Ability to develop and maintain positive relationships with a wide range of stakeholders including SDSS members, people with lived experience, and Scottish Government.	E	Application
Experience of engaging with people with lived experience of disability and/or social care.	E	Application/ Interview
Proactive, organised approach with the ability to manage own workload and competing priorities.	E	Application/ Interview
Experience of collecting, analysing and using data	E	Application/ Interview
Confidence using Office 365, Sharepoint and related programmes.	E	Application
Familiarity with using database software (Salesforce or similar) for maintaining accurate records and reporting.	E	Application/ Interview
Experience of developing training materials, particularly e-learning	D	Application/ Interview
Confidence to use website CMS (Wordpress) and e-learning design software experience	D	Application
Experience of content creation for social media and use of email marketing software (Campaign Monitor)	D	Application
Experience of supporting event management and organisation	D	Application/ Interview
Experience producing meeting minutes with high attention to detail, and organising meetings	D	Application/ Interview
Personal experience of disability and/or social care.	D	Application/ Interview



Knowledge, abilities and skills	Essential/ Desirable	Assessment
Key Indicator – (continues next page)		
Able to demonstrate and articulate a clear understanding of diversity, equality and inclusion issues.	E	Application/ Interview
An excellent standard of written, listening and oral communication skills, for a diverse range of situations and settings.	E	Application/ Interview/ Assessment
Understanding of the Scottish social care landscape and particularly Self-Directed Support legislation.	D	Application/ Interview
Professional qualification, or experience in relevant specialism with evidence of continuing professional and personal development.	D	Application
Knowledge and understanding of the Independent Living Movement and the Social Model of Disability.	D	Application/ Interview

Notes for applicants	
Please use Job Reference:	DSO27
Applications are made online at:	https://sdsscotland.formtitan.com/jobapp23
Closing date for applications:	Monday 24 June, 09:30am
Expected dates for interviews:	Thursday 4 July
For more information about SDSS see:	https://www.sdsscotland.org.uk/
Contact for questions or to schedule an informal chat:	Donald MacLeod donald@sdsscotland.org.uk
Applications from disabled people are particularly welcome. We will support you through the recruitment process with any reasonable adjustments required in accordance with the Equality Act.	Any access issues please call 0800 8411 321

