

Down's Syndrome Scotland - Job Description

Post:	Lived Experience Advisory Group Facilitator
Salary:	£ 21,300 PA (FTE £31,063). Plus £6.00 per week tax free working from home allowance. and 5% pension contribution pro rata
Hours:	24 hours per week
Location:	Home-based
Responsible to:	Head of Service Development

Main Purpose of Post:

To support, coordinate and facilitate our Lived Experience Advisory Group (The Hug Collective) to ensure that lived experience voices of our community are meaningfully represented in shaping services, strategy, local branch activity, governance and policy. The postholder will also act as a key link between advisory group members, local branches, and the organisation's Board of Trustees, ensuring insights influence decision-making at all levels.

Main Responsibilities:

Facilitation & Engagement

1. Plan, organise, and facilitate advisory group meetings (in-person and online)
2. Create a psychologically safe, inclusive, and trauma-informed environment
3. Support participants to share their experiences confidently and constructively
4. Manage group dynamics to ensure all voices are heard

Local Branch Representation

1. Ensure lived experience perspectives are reflected across local branch activities and priorities
2. Build relationships with local branch chairs and committees to support meaningful engagement
3. Facilitate opportunities for DSS advisory group members to influence local service delivery
4. Represent advisory group insights at local meetings, events, or forums where appropriate
5. Support consistency of lived experience involvement across different geographic areas
6. Work alongside the advisory group in developing ideas and creative activities to engage with new and existing Life Members



Contribution to DSS Board of Trustees

1. Prepare and present reports, insights, and recommendations from the advisory group to the Board of Trustees
2. Support advisory group members, where appropriate, to engage directly with trustees (e.g. presentations or attendance)
3. Ensure lived experience perspectives inform governance, strategic planning, and organisational decisions
4. Act as a conduit between the Board and lived experience members, translating strategic priorities into accessible engagement opportunities
5. Champion co-production and lived experience influence at a governance level

Participant Support

1. Build and maintain positive, trusting relationships with advisory group members
2. Provide appropriate emotional support and signposting where needed
3. Ensure accessibility, inclusion, and reasonable adjustments are in place
4. Support participants' confidence, skills, and development

Coordination & Administration

1. Coordinate meeting logistics, agendas, materials, and follow-up actions
2. Maintain accurate records of discussions, feedback, and outcomes
3. Manage communications with participants and stakeholders
4. Administer payments, incentives, and expenses where applicable

Embedding Lived Experience

1. Ensure lived experience insights are captured, synthesised, and communicated effectively
2. Work in collaboration with Data & Insights Lead to capture and report on data and themes
3. Work collaboratively with internal teams to embed feedback into service design and delivery
4. Promote co-production approaches across services, local branches, and organisational strategy

Safeguarding & Wellbeing

1. Always follow DSS safeguarding policies and procedures
2. Identify and respond to risks or concerns appropriately
3. Promote participant wellbeing and safe engagement including risk assessment for meetings where required.



Down's Syndrome Scotland

helping people realise their potential

Monitoring & Evaluation

1. Gather feedback from advisory group members, local branches, and trustees
2. Evaluate the impact of lived experience involvement at both operational and governance levels
3. Contribute to reporting, learning, and continuous improvement

General Tasks

1. To commit to uphold DSS values, demonstrating them in day-to-day duties
2. Actively engage in your own supervision and support processes, liaise with other staff, and take part in staff meetings and development activities
3. Ensure that as an individual you adhere to DSS policy and practice requirements as outlined in the staff handbook
4. Maintain and complete agreed administrative and reporting systems and contribute to the development of such
5. Continuous monitoring and evaluation of adult services
6. Build links with other groups and agencies and develop co working with other organisations whilst positively representing DSS

Demands of the post:

This post is home-based with a mix of online and face to face work involving travel across Scotland. Evening and, on occasion, weekend work will be required, for which time off in lieu will be authorised.

Appointment to this position is subject to membership of the PVG (Scotland) Scheme.

Please note: This job description does not represent an exhaustive list of responsibilities and tasks, but indicates the main responsibilities required from an employee in the role. We reserve the right to require employees to perform other duties from time to time. In addition, we reserve the right to vary or amend the duties and responsibilities of the post holder at any time, according to the needs of the organisation.



Advocacy Group Facilitator - Person Specification

Essential

- Experience of facilitating groups, workshops, or participation work
- Experience facilitating online/hybrid engagement
- Strong understanding of lived experience engagement and co-production
- Experience working with diverse communities and with people with lived experience
- Commitment to equity, diversity, and inclusion
- Recognition of lived experience as expertise
- Confidence to challenge constructively and advocate for change
- Strong commitment to amplifying underrepresented voices
- Empathy, integrity, and professionalism
- Collaborative and reflective approach
- Excellent communication skills, including presenting to senior stakeholders
- Ability to influence across organisational levels (including local services and governance)
- Experience building partnerships with community groups
- Experience capturing, analysing, and presenting feedback or insights
- Experience engaging with a range of stakeholders, including senior staff
- Strong organisational and relationship management skills
- Ability to work efficiently and effectively using own initiative
- High level of IT literacy including using MS Office
- Strong/reliable home internet connection
- Private, dedicated workspace at home

Desirable

- Lived experience relevant to DSS organisational work
- Experience working with Boards of Trustees or in governance contexts
- Knowledge of local service delivery structures (e.g. branch-based models)
- Understanding of safeguarding and trauma-informed practice
- Experience of working with individuals who have Down's syndrome
- Creativity of adapting session activities to suit wide ranging abilities
- Experience supporting engagement across multiple locations or local branches
- Experience presenting to or working with Boards of Trustees or governance bodies
- Experience in the voluntary/third sector or community-based organisations
- Experience designing or delivering co-production or participation frameworks