



Glasgow Disability Alliance
Promoting Equality, Rights and Social Justice

About GDA

GDA is a multi-award-winning disabled people's organisation (DPO) controlled by over 6000 disabled members; the largest groundswell of disabled members in Europe. With foundations in Glasgow, GDA also supports disabled people in surrounding areas and has national reach and influence, frequently partnering with national organisations and acting as a strategic advisor to public authorities such as Glasgow City Council, Glasgow Life, NHS and Scottish Government.

Our work over 25 years is built on foundations of Human Rights and Community Development: individual and collective community empowerment, based on peer support, developing and drawing on disabled people's own strengths by:

- Building individual capacity: delivering Lifelong Learning & Personal Development; Wellbeing supports; Digital Inclusion and cost reduction support; Welfare Rights information, advice and representation; and support to navigate social care and wider services.
- Building Collective Capacity: knowledge building and consciousness raising to understand rights and identify structural inequalities; movement building to amplify collective and marginalised voices of disabled people; delivering support to articulate and share lived experience, participate in dialogue, deliberation and collective advocacy & challenge inequality and exclusion.
- Collaborating for change with local and national government, communities and third sector: sharing insights, research and evidence as well as bringing disabled people together with powerholders to shape policy and co-design accessible services and decisions which affect us.

Our mission is to promote and uphold equality, rights and social justice for disabled people. **Our vision** is that disabled people participate in and lead their own lives, connecting with peers, services, opportunities, contributing to families, communities and wider society.

GDA brings diverse and marginalised disabled people together. Our common bond is our shared experience of disabling barriers and of working for solutions to break these down. We are a leading example of a **community of identity**, united around a sense of belonging and trust, shared experiences of exclusion and inequalities and with a common and shared purpose to overcome these and achieve improved equality and human rights.

GDA is proud to be part of the disabled people's Independent Living Movement, founded on the **social model of disability**. This liberating model is a way of understanding "**disability**": impairments and conditions are a normal part of life – inequality is not. Disability results from the barriers we face, living in a society that was not designed with us in mind- a society which disables us. Equality is not about fixing disabled people's bodies or impairments – but removing the barriers in society.

Background to GDA Wellbeing

GDA Wellbeing was set up at the start of the pandemic in response to a tsunami of mental ill health and distress identified via check-in calls, engagement work and survey data with 6000+ disabled people (2020/21):

- 82% were worried about social isolation/loneliness;
- 62% were concerned about their mental health; and
- 90% were worried about both their physical and mental health.

GDA Wellbeing supports initially consisted of scheduled check-in calls and light-touch wellbeing supports to enable people to test out tools and techniques to improve their wellbeing and cope with the impacts of the pandemic, including lockdowns.

Through this work, it was quickly identified that a significant number of disabled people were experiencing mental distress, bereavement, and were impacted by historic and current abuse and trauma: all of the inequalities and trauma experienced were supercharged by the Pandemic. GDA Wellbeing was then expanded to include more in-depth support, including informal counselling, life-coaching and group activities.

GDA's "Mental Health Matters" 2022 research found:

- 100% of participants reported not feeling heard or taken seriously when trying to access mental health services/supports.
- 45% expressed fearfulness of statutory mental health services and/or stigma from accessing services.
- 55% expressed having suicidal feelings in the past two years.

GDA's 2025 research illustrated that the situation is worsening rather than improving over time. Responses from 756 disabled people demonstrated some stark and concerning findings, which underline the challenges being faced by disabled people right now, and further evidence both the need for Wellbeing supports and the underlying reasons /issues that exacerbate the need:

- 89% cannot access Mental health services or support, with almost half of those assessed as requiring mental health support, saying they have been waiting over a year since referral.
- 85% concerned about access to services; 75% cannot access/do not have needs met by social care (e.g. home care, telecare, self-directed support, day services, sheltered housing, residential or supported living).
- 76% are unable to access opportunities to keep active physically and socially.
- 72% lack opportunities to stay connected to friends, family and communities.
- 80% cannot access culture, leisure and social activities; 85% cannot access lifelong learning outside GDA; 89% fearful of social isolation and loneliness.
- Only 26% of respondents feel they have choice and control in their own lives.

GDA Wellbeing now supports increasing numbers of disabled people living with trauma, including trauma linked to historic abuse, bereavement and discrimination. 50% of those supported have experienced extreme trauma and 50% of those live with suicidal ideation. The majority (around 75% - 80%) of people supported have mental health issues or diagnosed mental ill health.

Job Description and Person Specification

Job Title: Wellbeing Manager

Salary: circa £38K

Contract status: Permanent – subject to funding being secured.

Reports to: Chief Executive Officer

Hours: 35 hours per week. Occasional evening/weekend work may be required for which time off in lieu i.e. TOIL will be granted.

Working days: Monday – Friday.

Location: GDA Office, Suite 301-303, Building 4, Templeton Business Centre, Bridgeton, Glasgow, G40 1DA, with some home based working.

Outline of the role: Wellbeing Manager

GDA Wellbeing provides reliable, accessible health and wellbeing information, advice and support to disabled people, responding sensitively, in a trauma-informed, empathetic and kind way to those who access the service.

As a valuable member of the Extended Management Team, the Wellbeing Manager provides line management support and professional guidance to GDA's Wellbeing Advisers, and carries a small caseload of people requiring more complex support.

The Wellbeing Manager also leads on GDA's strategic work on Mental Health and Wellbeing policy and practice, including developing relationships with relevant networks and participating in local and national government, public and third sector fora.

Key tasks include:

- Working with the CEO to lead and develop GDA Wellbeing in response to strategic priorities.
- Direct Line Management and provision of professional support, training and guidance to the Wellbeing Advisers.
- Working with senior management team to oversee budgets, authorising invoices and project management as required.
- Working with Wellbeing Advisers and GDA's Learning Coordinator to develop and deliver accessible programmes of Wellbeing focused learning.
- Liaising with GDA's Policy and Participation Manager to share project learning and policy insights.
- Linking with GDA's Depute CEO in relation to project monitoring and evaluation.
- Building collaborative relationships with the wider GDA team and external stakeholders to maximise opportunities for disabled people's access to GDA Wellbeing and engage in wider activities and participation opportunities.
- Provide accessible information and communications for disabled people related to GDA Wellbeing.
- Represent GDA at external strategic meetings, events and working groups as directed.

Main Duties and Responsibilities

Provision of Wellbeing Support

- Assess the wellbeing support needs of those referred to GDA Wellbeing and determine appropriate allocation of support.
- Provide high quality wellbeing support in an empathic, trauma-informed, kind and professional way to disabled people via telephone, video call, email, texts, and in person as appropriate and accessible to them. There is an expectation that the Wellbeing Manager will carry a small caseload that includes people with the most complex needs.
- Develop and deliver evidence-based health and wellbeing interventions to individuals and small groups.
- Support disabled people to identify their personal outcomes and priorities to improve their health and wellbeing, with goals and progress recorded and monitored.
- Develop and implement appropriate exit, progression and referral strategies for those supported by the Wellbeing service.
- Determine appropriate pathways and signpost to GDA programmes and services (e.g. Welfare Rights, Learning, Voices and support to navigate social care) and external organisations that improve connections, wellbeing and resilience, and improve financial security.
- Make referrals to external crisis supports / mental health services, escalating “emergency” cases in a timely manner as appropriate. This might include raising an Adult Protection concern, contacting NHS24, or emergency services if necessary.

Management

- Line Manage members of the Wellbeing Team and provide support through one-to-one supervision sessions, and team meetings.
- Provide professional guidance, support, training and debrief sessions to Wellbeing Advisers, including informally on a day-to-day basis.
- Oversee HR responsibilities, e.g. annual leave, sickness, induction, training opportunities, authorising mileage and expenses with reference to GDA policies and procedures.
- Allocate to, and support the management of, the caseload of each Wellbeing Adviser.
- Develop and deliver training and/or information to other GDA staff on Wellbeing issues / themes as requested, e.g. Suicide Awareness, Dealing with Difficult Calls, etc.
- Guide the wider team on wellbeing issues on an ad hoc basis in response to their concerns about members.
- Work collaboratively as part of the Extended Management Team to undertake Management duties e.g. participate in HR processes such as recruitment, dealing with complaints, redundancy etc.
- Work with the CEO and EMT to achieve GDA Strategic Priorities, including representing GDA at external meetings, working groups, conferences and events.
- Produce reports to CEO/ Depute CEO and quarterly reports to GDA Board.

Monitoring and Evaluation

- Maintain accurate records, gather evidence, and 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 assisting those supported to self-assess and review their own progress using accessible and creative methods, or formal tracking when and if appropriate.
- Lead on the development and refining of monitoring and evaluation systems to ensure ongoing continual improvement of GDA Wellbeing.
- Produce reports against project outcomes and demonstrate impact to CEO, Depute CEO, GDA Board and funders.
- Support Wellbeing Reference Groups to provide ongoing feedback on the development, design and delivery of GDA Wellbeing.
- 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.

Partnerships, Collaboration and Influencing

- Build and maintain relationships with key stakeholders in the Wellbeing sphere, including Glasgow Health & Social Care Partnership, Glasgow Life, Flourish Glasgow, the Scottish Government and relevant third sector networks.
- Represent GDA with a professional and confident approach when working in partnership with member organisations and external agencies.
- Proactively identify opportunities for disabled people’s participation in different Wellbeing activities, including those in the wider community.
- Develop and maintain information on relevant local services, facilities, resources and networks. Where appropriate make referrals to relevant organisations.

Administration, Access and Communications

- Contribute to GDA communications strategy by developing content which shares key Wellbeing learning and messages on a regular basis.
- Contribute content for information and other communications that are appropriate and accessible to a range of audiences, including disabled people, and the general public.
- Liaise with the Learning Coordinator in relation to the organisation and delivery of Wellbeing focussed learning sessions.
- Support the wellbeing team to make the necessary access arrangements for disabled people.
- Oversee activities and engagement and create / implement a communication process for follow up of people who disengage with the service.
- Ensure invoices are received within payment timeframes and are correct before authorising for payment.
- Authorise expenses and mileage claims on behalf of Wellbeing Team.

General

- Commit to developing and maintaining specialist knowledge for the role e.g. ASIST training and to keep alert to developments in wider policy and practice impacting on disabled people.
- Maintain accurate records of all project activity, complying with GDPR at all times.
- 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 and to the highest professional standards.
- Ensure that activities are provided in accordance with GDA's Policies.
- Undertake other duties as may be required by the CEO or GDA's Board of Directors consistent with the overall aims of the post and project work plan priorities.

Person Specification: Wellbeing Manager

Essential Skills & Abilities

1. Strong listening and communication skills with understanding and empathy to help inform, challenge where needed, and support effectively.
2. Case working skills including investigative interviewing to assess needs, priorities, barriers and solutions in a person-led, empowering way.
3. Ability to build supportive and trusting relationships with individuals and groups, using a trauma-informed approach.
4. Excellent written and verbal communication skills: able to communicate with a diverse range of disabled people, including people with diverse access / communication support needs.
5. Ability to negotiate and support disabled people to access GDA's own Wellbeing services, as well as community based services and activities that support health and wellbeing.
6. Ability to develop relationships with those being supported, being supportive and respectful while maintaining professional and personal boundaries.
7. Strong leadership skills and ability to deliver outcomes while bringing out the best in your Team.
8. Ability to maintain confidentiality sensitively and appropriately, and demonstrate the highest standards of discretion and integrity.
9. 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; as a line manager.
10. Ability to write reports, produce communications and convey complex information in a variety of engaging and relatable ways, appropriate and accessible to a wide range of audiences.

Essential Knowledge and Experience

1. Experience in a counselling, advice or information-giving role, or telephone helpline experience, preferably in a health-related or similar environment, in a voluntary or a paid capacity.
2. Strong track record of programme and/or service delivery including line management and support.
3. Experience and/or personal experience of supporting disabled or disadvantaged people, individually or groups.
4. Knowledge and experience of working with people experiencing complex social and emotional situations i.e. who have social, emotional and mental health issues.
5. Facilitation, group work or training experience.

6. Experience of collaboration and/or representation with wide range of stakeholders.
7. Knowledge of data protection and child and/or adult protection (safeguarding) procedures backed up with experience of using these processes.
8. Experience of using IT systems including Microsoft Office, social media platforms, and video communication systems, e.g. Zoom, Teams, and customer relationship management (CRM) databases and experience or willingness to learn.
9. Demonstrable experience of working with teams across an organisation towards common goals.
10. Educated to Degree Level in a related field, e.g. Counselling, Mental Health Nursing, Social Work, Community Health, or equivalent experience and track record.
Essential Personal Attributes & Attitude
1. Strong commitment to high standards of service delivery and quality customer care.
2. Kindness, patience and empathy when supporting people facing difficult circumstances; valuing human rights approaches which are non-discriminatory and non-judgemental.
3. Personal resilience to cope with the intractable problems that disabled people face in relation to mental health and wellbeing, and accessing the support they require.
4. Teamwork: contributing to and supporting your colleagues utilising individual and shared learning and development.
5. Accountability: taking responsibility for your actions and behaviour using feedback to learn and develop.
6. Effective relationships: understanding how your behaviour affects others, showing trust, and collaborating positively.
7. Self-motivated, proactive and ability to work on own initiative under pressure and to tight deadlines.
8. Compassion, empathy and humility; determination to foreground and elevate disabled people's own voices and expertise.
9. Commitment to ethos of GDA and a passion for working with disabled people to overcome barriers and achieve positive changes in their lives.
10. Flexible approach to work hours to meet the needs of the service.