



Glasgow Centre for Inclusive Living

Job Description: Inclusive Living Adviser

Reporting to: GCIL Support Services Manager and/or
SDS Coordinator (Take Control)

Role Overview

Responsible for providing support to enable and assist people in a defined Local Authority area in receipt of Self Directed Support in particular a Direct Payments (DP), Individual Budgets (IB) or Independent Living Fund (ILF) to set up and manage their own support arrangements effectively and efficiently.

Accountabilities:

Service User Support
Managing Resources
Learning and Improving
Grade Specific Accountabilities

Service User Support

- Assist people to assess their own needs and make informed choices about the support options available.
- Assist people to prepare for and participate in an assessment for self directed support.
- Assist people to prepare for support planning tailored to their own individual aims and needs.
- Participate in the planning and delivery of training in partnership with SDS Development Team, to meet the appropriate needs of recipients of self-directed support or where appropriate their family members/ friends
- Support service users through the various options open to them from employing agency staff to recruiting and managing their own staff. Ensuring that the preferred option continues to meet the service users needs.

- Assist people, when required, to set up appropriate additional support systems e.g. Inclusive Living Trusts, or third party arrangements.
- Provide one to one support to people who are managing SDS support packages and completing Social Work financial monitoring paperwork. Ensuring that information provided is in accessible formats according to the individual's requirements.
- Liaise with other relevant organisations and provide referrals where appropriate. This may include ongoing reviews of service users support packages.
- Work with colleagues on a rota basis to provide advice on general enquiries related to self directed support and to record new referrals in an appropriate and timely manner, ensuring all relevant Data Protection regulations are adhered to.

Managing Resources

- Take responsibility for resource utilisation displaying an awareness of the limits on GCIL resources.
- Control costs where appropriate, including using time appropriately, using equipment respectfully, having an awareness of the time to correct errors.
- Apply correct financial procedures and seeks approval as required.
- Take responsibility for saving cost and make recommendations where opportunities are identified.
- Maintains efficient processes and systems.

Learning and Improving

- Take responsibility for own personal development and improvement, looking for opportunities to gain additional skills and knowledge.
- Ensure that skills and knowledge to carry out role are up to date.
- Share ideas and information with others.
- Attend internal / external events to improve knowledge and understanding of immediate job role.
- Seek and understands constructive feedback, and adapt approach based on feedback received.

Grade Specific Accountabilities

- Ensure a high level of service is provided to both internal and external customers.
- Promote awareness about independent living options amongst individuals, statutory or voluntary agencies including giving talks and presentations or attending meetings or committees as directed by the GCIL Support Services Manager.
- Take direction, as necessary, from the GCIL Support Services Manager and / or SDS Coordinator (Take Control) in relation to tasks, workloads and priorities.
- Report to the GCIL Support Services Manager and, when required, relevant sub-committees and GCIL's Board of Directors.
- Maintain accurate service user records in accordance with current legislation and GCIL's policies and procedures.
- Collect and collate information for the purposes of statistical monitoring and evaluation in accordance with GCIL's contractual requirements, policies and procedures, ensuring Data Protection regulations are adhered to.
- Ensure that services are provided in accordance with GCIL's Confidentiality, Equal Opportunities, Health and Safety, Quality Assurance, and User Involvement Policies (and any other relevant policies as required).
- Undertake such other duties as may be required by GCIL Management that are consistent with the overall aims of the post.



Competencies

Customer Care: Understands who GCIL's 'customers' are, strives to deliver quality service, builds relationships with external organisations.

Delivering Results: Understands what needs to be done and stretches abilities to deliver results effectively, monitors, reviews and evaluates to improve performance.

Managing Relationships: Supports the values of GCIL in practice, demonstrates mutual respect and understanding in all working relationships, taking into account other's views.

Person Specification – Inclusive Living Adviser

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Responsible for providing support to enable and assist people in a defined Local Authority area in receipt of Self Directed Support in particular a Direct Payments (DP), Individual Budgets (IB) or Independent Living Fund (ILF) to set up and manage their own support arrangements effectively and efficiently.

Also responsible for providing a service to people appointed by clients to assist them in managing their support arrangements.

| Knowledge and Experience | Essential | Desirable | Method of Assessment |
|--|-----------|-----------|---|
| 1 Understanding of and commitment to the principles of inclusive living, the social model of disability and the empowerment of disabled people | ✓ | | Interview |
| 2 Understanding of and commitment to the basic principles of advocacy | ✓ | | Interview |
| 3 Experience of providing information, support, advice and advocacy on a one to one basis | ✓ | | Application form Interview |
| 4 Good understanding of direct payments and personal assistance | ✓ | | Application form Interview Exercise |
| 5 Knowledge of funding and administration mechanisms for inclusive living, direct payment and personal assistance packages | ✓ | | Application form Interview |
| 6 Personal experience as a disabled person of the barriers faced by disabled people | | ✓ | Application form |
| 7 Personal experience of self-managing an inclusive living package | | ✓ | Application form |
| 8 Experience of providing support through an inclusive living or direct payments support service | | ✓ | Application form Interview |

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| 9 Knowledge of employment law and tax procedures | | ✓ | Application form |
| 10 Knowledge of benefits system | | ✓ | Application form |
| 11 Understanding of needs-led assessment procedures | | ✓ | Application form |
| Skills and Abilities | Essential | Desirable | Method of Assessment |
| 12 Ability to establish empathetic and productive support relationships with individuals | ✓ | | Application form Interview |
| 13 Enthusiastic, self-motivated and used to working on own initiative | ✓ | | Application form Interview |
| 14 Excellent interpersonal and communication skills, both written and verbal, and ability to interact effectively with people at all levels | ✓ | | Application form Interview |
| 15 Excellent facilitation and negotiation skills | ✓ | | Application form Interview |
| 16 Works concisely to a high level of accuracy and displays attention to detail | ✓ | | Application form? Interview |
| 17 Excellent working knowledge of Microsoft Office applications | ✓ | | Application form |
| 18 Ability to prioritise a complex workload and meet tight deadlines | ✓ | | Application form Interview Exercise |
| 19 Shows a flexible attitude to team roles and work effectively within a team to meet shared objectives | ✓ | | Application form Interview |

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| 20 Shows initiative and creativity to resolve complex issues | ✓ | | Application form Interview Exercise |
| 21 Knows when to seek and make positive use of support, guidance and supervision | ✓ | | Interview |
| 22 Works with an attitude of continuous self-improvement | ✓ | | Interview |

Recruitment Competencies:

Planning and Organising: Manages workload and events efficiently to achieve best results, prioritises and adapts to changing situations.

Team Working: Cooperates and supports others to produce better results, within own team and across organisation.

Communication: Shares information, experience and ideas to ensure understanding, presents information, influences and negotiates effectively and appropriately.

Problem solving and Initiative: Self-managing, taking action to deal with problems that arise in the job and providing solutions (where appropriate) that are practical and cost-effective.

Decision making: Makes sound decisions that are based on evidence, knows when to refer to others for complex issues.