

Glasgow Centre for Inclusive Living

Job Description: SDS Development Worker

Reporting to: SDS Development Coordinator and/or SDS Coordinator (depending on location)

Role Overview

Based in our support teams with the responsibility for providing information, advice, training and guidance to service users and carers with a focus on:

- Increasing the number of people able to make informed choices about using Self Directed Support (SDS) to take more control of their lives;
- Increasing the number of people who make a positive choice to use Option 1 (a direct payment) to maximise their control;
- Improving confidence and skills of those choosing to employ personal assistants.
- Providing information, advice and signposting to people who do not qualify for SDS.

Accountabilities:

Promoting Self Directed Support (SDS)

Service User Support

Training

Managing Resources

Learning and Improving

Grade Specific Accountabilities

Promoting SDS

- Promote SDS within GCIL, to service users and carers, and on an outreach basis visiting schools, carers' centres, health and community settings etc.
- To provide information, advice and signposting to people who do not qualify for an SDS budget.
 - Develop and co-present SDS awareness sessions for service users, carers and HSCP partners.
 - Develop and co-present 'preparation' sessions, focusing on rights, values and principles of SDS, to assist people to plan and apply for SDS-;

- Facilitate 'drop' in sessions to provide initial information and advice.
- Contribute to the production of GCIL's HSCP partners' e-newsletter.

Service User Support

- Provide telephone information and advice to people making initial enquiries.
- 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 support plans tailored to their own individual aims and needs.
- Contribute to the establishment of a Peer Support Group comprising experienced PA employers and support participants representing the three geographical areas.
- Contribute to the development and promotion of a comprehensive Community Asset Map.
- Use the Community Asset Map to signpost those not eligible for SDS.

Training:

- Plan and deliver training in partnership with GCIL Support Services Manager and the SDS Development Coordinator to meet the appropriate needs of direct payments recipients and/or carers.
- Assist with the organisation and delivery of HSCP partners information workshops/events;

Managing Resources

- Take responsibility for resources displaying an awareness of the limits and impacts in terms of time and money.
- 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 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 inclusive living options amongst individuals, statutory or voluntary agencies including giving talks and presentations or attending meetings or committees.
- Take direction, as necessary, from the GCIL Support Services Manager and / or SDS Development Coordinator 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 client 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 – SDS Development Worker

During shortlisting the panel will be looking for evidence that, as a minimum, you have demonstrated how you match the highlighted essential criteria. (Criteria that can be measured from an application form).

If you are a disabled person and have demonstrated how you match the highlighted essential criteria you will be offered an interview.

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Knowledge and Experience	Essential	Desirable	Measured
Experience of providing support and/or training using a community development approach.	✓		Application form Interview
Experience of providing information, advice and support.	✓		Application form Interview
Good knowledge of Self-directed Support, in particular Option 1 – Direct Payments	✓		Application form Interview Exercise

Personal experience of self-managing an inclusive living package		✓	Application form Interview
Understanding of and commitment to the principles of inclusive living, the social model of disability and the empowerment of disabled people	✓		Interview
Understanding of and commitment to the basic principles of advocacy	✓		Interview
Personal experience as a disabled person of the barriers faced by disabled people		✓	Interview
Skills and Abilities	Essential	Desirable	Measured
Excellent interpersonal and written skills and ability to interact effectively with people at all levels	✓		Application form Interview Exercise
Proven group work skills and experience	✓		Application form Interview Exercise
Shows initiative and creativity to resolve complex issues	✓		Application form Interview
Works concisely to a high level of accuracy and displays attention to detail	✓		Application form Interview Exercise
Works with an attitude of continuous self-improvement	✓		Application form Interview References
Good working knowledge of Microsoft Office applications	✓		Application form Interview Exercise

Ability to establish empathetic and productive support relationships with individuals	✓		Interview References
Enthusiastic, self-motivated and used to working on own initiative	✓		Interview References
Excellent organisational, facilitation and negotiation skills	✓		Interview Exercise
Ability to prioritise a complex workload and meet tight deadlines	✓		Interview References
Shows a flexible attitude to team roles and work effectively within a team to meet shared objectives	✓		Interview References
Knows when to seek and make positive use of support, guidance and supervision	✓		Interview References

Other Job Specific Requirements	Essential	Desirable	Measured
Willing to work occasional evenings and weekends	✓		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.