



About GDA

GDA is a vibrant disabled people led organisation with **over 5000 Members** – the biggest groundswell of disabled people in Europe. GDA is a leading example of a community of interest and identity: this means we are connected by common barriers, a shared understanding of solutions, a sense of belonging and a shared identity as disabled people.

Our mission is to build the confidence, connections and contributions of disabled people. **Our vision** is that disabled people can participate fully in their own lives, communities and wider society with the support they need and with choices equal to other people.

Through **accessible learning, coaching and events**, GDA connects disabled people with each other, with opportunities and with decision makers. We recognise talents and strengths and support disabled people to build on these, participate and be leaders in their own lives.

GDA believes in the **social model of disability**: it is barriers in society and not conditions or impairments which disable us. This liberating model enables disabled people to find solutions to poverty, inequality and exclusion: simply put - the removal of barriers.

The GDA approach

Founded on human rights and community development, over our 20 year history, **GDA has developed unique and effective approaches** which:

- ✓ Put disabled people at the centre of finding solutions to the barriers they face.
- ✓ Support them to take control over their lives, build voices and develop connections and resilience.
- ✓ Build capacity for disabled people to influence decisions and drive changes in policies, services and their own lives.

Our methods include:

- Engaging disabled people through grassroots networks, accessible outreach and inclusive communications.
- Providing accessible information, signposting and facilitating access to services.

- Through accessible inclusive learning, events, coaching, group-work, peer support, and individual support, we:
 - build disabled people's capacity and voices, individually and collectively
 - tackle isolation and build social connections
 - build skills and confidence, raise aspirations and self-belief
 - increase choice and control and help disabled people change their lives, fulfil their potential and make their vital contributions.
- Providing transport, personal assistance, communication support and accessible information to remove barriers to participation
- Our unique, accessible Rights Now project provides welfare benefits advice and representation to support disabled people to maximise their incomes.
- Working collaboratively with partners and allies to improve policies and services to remove barriers and advance equality for disabled people.

GDA's membership is diverse, aged from 11 to over 100, with all types of impairments and conditions, including mental health conditions, sensory or physical impairments, autism, learning difficulties, and long term health conditions. Our activities and services are open to members and non-members as well.

Impact of COVID-19: Supercharging Inequalities

From 20th March 2020 GDA suspended all face to face activity due to the Coronavirus pandemic. Aware that disabled people were already experiencing isolation, inequality and barriers to services **before** the pandemic, we immediately began extensive outreach across our whole membership – by phone, SMS, postal mail, and online – to check on members' wellbeing and identify new or exacerbated barriers and issues arising. This engagement informed our own response to the pandemic, and is being fed in ongoing to shape planning and responses in Glasgow and Scottish Government levels.

Through 10,000+ phone calls, 2100+ in-depth survey responses, and 30,000 accessible information mailshots, our COVID-19 engagement enabled disabled people to speak out about the barriers and unequal impacts they have been facing throughout this crisis, and directly shape GDA's organisational response, adapting our most vital services and rapidly developing new ones to plug gaps and meet needs:

Of disabled people we spoke to:

90% worried about their physical or mental health

82% worried about isolation

80% unaware of local support services they could access

41% struggled to access information in formats they needed

57% worried about money/hardship

47% worried about access to food

47% worried about their social care support

60% digitally excluded: lacking device, connectivity or confidence to get online

GDA's COVID-resilience response: "Leaving No-One Behind"

1. GDA Engagement and Wellbeing

Freephone helpline and extensive outreach to support wellbeing, tackle isolation and offer support, signposting and accessible information to boost resilience and access to services.

2. GDA Lifeline delivering food, medications and essentials to those falling through gaps in other provision

3. GDA Connects: distributing devices, connectivity and extensive coaching by phone, to tackle digital exclusion

4. GDA Learning adapted to run online and by phone, tackling isolation, boosting wellbeing and peer support

5. GDA Rights Now welfare rights advice and representation - moved to remote delivery by phone and online

6. GDA Voices peer support and capacity building online and by phone to amplify disabled people's voices to highlight unequal impacts of pandemic and involve disabled people in shaping policies and planning.

Our engagement report "**Supercharged: A Human Catastrophe – Inequalities, Participation and Human Rights, before during and beyond COVID19**" concluded that Covid-19 has supercharged inequalities already faced by disabled people, and responses have left us behind. Disabled people's rights had already been eroded to the point of a human catastrophe, according to the UN investigation in 2017. GDA

members insist that the only way to halt this ongoing regression in disabled people's rights and equality is to supercharge disabled people's voices, rights and support, to be involved in our lives and communities and decisions that affect us.

Background to the role:

Engaging and supporting Black, Asian and Minority Ethnic disabled people

Although we have many BAME disabled members and were contacted by new BAME disabled people via the GDA Helpline for assistance with food and/or financial issues, online participation is low, reducing opportunities for support.

GDA is committed to providing essential support people need for participation, including appropriate food, welfare rights, interpreters and information in community languages. However, we have found that existing BAME members are less likely to engage in online learning. Those we are in touch with by phone tell us they face extreme isolation.

We know that BAME disabled people's situations are worse due to intersectional barriers: their outcomes were markedly poorer pre-COVID. COVID statistics on outcomes for BAME people are likely to be even worse for disabled BAME people.

Therefore we wish to engage a dedicated worker to lead support for BAME disabled people.

The post holder will work alongside colleagues to deliver GDA's Resilience Response working collaboratively and co-operatively across the organisation to deliver the following outcomes:

Project Outcomes

1. Black, Asian, or minority ethnic people who are also disabled are supported to build confidence, to connect with peers and develop their own network for mutual support.
2. BAME Disabled People are better able to connect with external services and supports as well as GDA wider programmes so that they benefit from a range of inclusive and accessible supports that meet needs and reduce isolation.
3. BAME Disabled People are supported to build skills and confidence to share their lived experience, identify barriers to inclusion and work with others to develop solutions which effect change e.g. in local COVID recovery planning and in preventing isolation and loneliness.

Job Description and Person Specification



Job Title: Community Development Officer
(BAME Disabled People)

Salary: £26,000 pro rata for 21 hours per week

Contract status: This is a fixed term post initially funded for 6 months and dependent on current context and related funding.

Reports to: Community Development Co-ordinator

Accountable to: Chief Executive

Hours: part time - 21 hours/ 3 days

Location: Home Based due to Covid-19; Templeton Business Centre if permitted

Outline of the role

GDA is seeking a self-motivated, solution-focussed, conscientious and compassionate individual with skills and experience in group facilitation, outreach, and community development approaches, to further GDA's ability to improve life outcomes of BAME disabled people and to progress the development of GDA's Black, Asian and Minority Ethnic Disabled People's peer network. This in turn will ensure that BAME disabled people's voices are heard in Glasgow and beyond. This will involve:

- Outreach and engagement using community development approaches, to identify and engage BAME disabled people amongst GDA membership and beyond.
- Building and maintaining relationships with other networks – including BAME – led organisations- to enhance connections, reach, and information sharing, to help meet our BAME disabled members' needs.
- Building individual capacity of BAME disabled people through peer support and learning (using remote technologies for the time being) including supporting members to access 'GDA Connects' digital inclusion project if required.
- Building collective capacity of BAME disabled people by providing information, capacity building support, and opportunities to share their experiences and have their voices heard in decisions that affect them.

With ongoing support for personal and professional development, via your line manager and wider GDA colleagues, Chief Executive and management team, you will deliver the highest quality service, helping us ensure that we are responsive to diverse disabled people's needs and helping us meet our aspiration that everyone who contacts us feels that they have had a positive experience and are treated with kindness and understanding, based on human rights.

Main Duties and Responsibilities

Important note: as this is an emerging need and part of our ongoing **COVID-Resilience Response** this role and associated project will continually develop according to needs identified, and learning, in a rapidly changing context. Tasks are subject to change based on continuing learning from experience, to enable us to provide the most responsive and appropriate service.

Project Specific duties

- Community mapping to identify opportunities to strengthen links with networks, organisation and services supporting BAME communities in Greater Glasgow, and opportunities to engage with disabled people in our BAME communities.
- Develop fully accessible promotional material and resources and deliver talks and presentations to support the engagement of BAME disabled people within GDA's existing membership and in wider communities and organisations.
- Plan, coordinate and, where appropriate, deliver accessible learning, capacity building, peer support programmes and events that support BAME disabled people to build confidence and skills and social connections.
- Build on the talents and strengths of BAME disabled people, working together to identify barriers, build confidence and plan actions for change- individually and collectively.
- Assist BAME disabled people to identify and remove barriers to participation e.g. providing interpreters, accessible information, digital technology and support. When we return to face to face events - ensuring transport, dietary and personal support needs are met.
- Support BAME disabled people to develop their own voices, understand their rights and exercise greater choice and control in their lives and communities.
- Support BAME disabled people to understand current and future policies, practices, services and decisions that affect them.
- Bring BAME disabled people together with power-holders and decision makers and ensure that their lived experience, priorities and voices are heard
- Work alongside BAME disabled people, GDA Team and Board to develop policy recommendations which improve BAME disabled people's lives.

- Work with GDA Voices team to ensure BAME network members are able to access inclusive wider support, learning and opportunities including influencing GDA itself as well as other external organisations and decisions.

Partnerships and Collaboration

- Support the voices of BAME disabled people to be heard within partnerships, networks and structures to positively influence policy, services and decisions including how public money is spent.
- Provide GDA research, evidence and reports to partnerships to inform policies, services and decisions which better meet needs and rights of BAME disabled people.
- Build relationships and alliances which focus on improving or developing policies and services for BAME disabled people.
- Work collaboratively with others, within and outside of GDA, to ensure referrals, joint working and sharing of learning.
- Represent GDA with a professional and confident approach when working in partnership with member organisations and external agencies.

Monitoring and evaluation key tasks

- Gather evidence and information to report progress towards project outcomes including case studies, photographs and testimonies.
- Monitor and evaluate progress towards outcomes and prepare reports to the Community Development Co-ordinator, Chief Executive, funders and Board as requested.
- Support project participants to record and monitor their own progress and achievements.
- Work within the policies and processes in place for the service, including call handling processes, data input and management, quality assurance processes and safeguarding procedures.
- Work with others to help to identify gaps in the project provision and update information and resources accordingly.

- Contribute to the ongoing development of the monitoring and evaluation systems and processes for the organisation.
- Contribute to the development of GDA more widely in response to ongoing evaluation and learning.
- Comply with General Data Protection Regulations (GDPR) at all times in relation to the above.

General Key duties:

- To be directed, as necessary, by Community Development Coordinator / Development Manager in relation to tasks, workloads and priorities.
- Work collaboratively with GDA colleagues, contributing to and promoting, the positive, proactive and supportive culture of GDA.
- Commit to developing and maintaining specialist knowledge for the role and to keep alert to developments in policy and practice impacting on disabled people
- Contribute to partnership working to influence the external policy agenda to promote human rights for disabled people, share learning and promote best practice.
- Subscribe to the ethos, vision and mission of GDA, taking individual and collective professional responsibility to champion human rights and equalities.
- Work at all times with integrity and to the highest professional standards.
- Undertake such other duties as may be required by the Chief Executive, or GDA's Board of Directors and that are consistent with the overall aims of the post.
- Maintain a safe working at home environment in terms of GDA health & safety, fire safety, first aid, environmental and recycling policies.

Person Specification: Community Development Officer (BAME)

Skills & Abilities	Essential	Desirable
1. Skills in Community Development methods and approaches	✓	
2. Ability or willingness to learn how to engage and respond to people with diverse access / communication support needs e.g. individuals with speech or hearing impairments; those requiring interpreting services (BSL or other languages)	✓	
3. Excellent communication and interpersonal skills, including facilitation and group work skills; able to use patience and empathy to help you inform and support diverse groups.	✓	
4. Negotiation and influencing skills. Ability to support those with opposing or different viewpoints to come together in a respectful way and reach mutual understandings.	✓	
5. Ability to network and build relationships with key partner organisations to help both GDA and them, better understand and meet the needs of disabled people.	✓	
6. Organisational skills, including coordinating activities and events e.g. learning or capacity building programmes.	✓	
7. Excellent written skills and ability to present written information in an easily accessible way.	✓	
8. Creative problem solving skills.	✓	
9. Able to work independently and proactively with minimal supervision to prioritise and reprioritise work - especially now with homeworking.	✓	
10. Ability to maintain confidentiality.	✓	
11. Ability to engage with and adapt to rapidly changing and fast paced environment in context of COVID.	✓	
12. IT skills including Microsoft Office or equivalent.	✓	

Knowledge and Experience	Essential	Desirable
1. Understanding of the barriers BAME and/or disabled people face through personal lived experience and/or through working life.	✓	
2. Understanding and experience of using community development principles to build supportive relationships with individuals and groups, empowering those facing inequalities to take a leading role in tackling them.	✓	
3. Experience of supporting disabled or disadvantaged people, individually or in groups.	✓	
4. Experience of providing advocacy, training or community development support.	✓	
5. Understanding of equality and human rights, particularly in relation to disabled and/or BAME people.	✓	
6. Awareness and understanding of the structural inequalities caused by both racism and ableism, and a passion for tackling them.	✓	
7. Educated in the field or equivalent experience and track record , in paid or voluntary capacity.	✓	
8. Knowledge of local community based services and supports that may meet the needs of disabled and/or BAME people.	✓	
9. Experience of supporting people who may face barriers to participation, e.g. disabled people and those whose first language may not be English or others.	✓	
10. Experience of the voluntary sector.		✓

Personal Attributes & Attitude	Essential	Desirable
1. Demonstrable kindness and must value human rights, non-discriminatory and non-judgemental approaches.	✓	
2. Teamwork: contributing to and supporting your colleagues utilising individual and shared learning and development.	✓	
3. Accountability: taking responsibility for your actions and behaviour and willingness to learn and develop	✓	
4. Effective relationships: understanding how your behaviour affects others, showing trust, and collaborating positively.	✓	
5. Self-motivated, proactive and ability to work on own initiative under pressure and to tight deadlines.	✓	
6. Commitment to ethos of GDA and a passion for working with disabled people to overcome barriers and achieve positive changes in their lives.	✓	
7. Flexible approach and open to reacting at short notice to change direction and meet needs of disabled people and GDA including willingness to work hours that meet the needs of the service (occasional evenings or weekends).	✓	