

# **Recruitment Pack: Digital Employability Co-ordinator**

### **About GDA**

GDA is a vibrant disabled people led organisation with **over 5500 Members** – the biggest groundswell of disabled people in Europe. GDA brings diverse disabled people together, with all kinds of impairments and conditions from across Glasgow and beyond. 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, shared experiences of exclusion and inequalities and a resolve to overcome these and achieve improved equality and human rights.

**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.

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. It 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.

GDA’s approach is founded on Human Rights and Community Development:

* We believe disabled people have vital expertise through lived experience of inequality. Our programmes raise disabled people’s consciousness of their rights and entitlements, build confidence and voices to contribute experiences and expertise and put them at the centre of driving solutions to inequalities faced.
* We do this through accessible learning, coaching, events and activities which connect 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; influence decisions and drive changes in policies, services and decisions that affect us.
* GDA also provides support to disabled people to access the services and supports we need such as social care, health, housing, transport, education and employability- so that disabled people can have control over their lives. We deliver direct one to one supports around welfare rights, digital inclusion, wellbeing and employability which improve quality of lives, connections and resilience.

**Background to the GDA Digital Employability Project.**

Glasgow City Council has set up the **Social Recovery Taskforce** to provide leadership and direction and provide a shared vision to drive Glasgow’s response to the coronavirus and to the inequalities it has both highlighted and exacerbated.

For disabled people, COVID’s impacts and the inequalities it has exposed and heightened have been dire- they are by far amongst the worst affected and this is well evidenced now by Scottish Government, by academic research and GDA’s “Supercharged” Report, 2020 amongst others.

GDA’s is currently co-chairing the Disability Workstream of the Taskforce and is collaborating with disabled people and public partners to codesign an ambitious set of actions which will drive recovery for disabled people including actions to tackle poverty, digital exclusion and to mitigate employability barriers. This project meets the stated aim of the Taskforce to “address the societal and equality impacts of the COVID-19 pandemic”- in this case of disabled people.

As a strategic partner to Glasgow City Council and related family, GDA works collaboratively to ensure the voices and lived experience of our 5500+ disabled members play a central role in planning policies, actions and solutions which tackle inequalities and improve life outcomes for disabled people. This is not least around access to Employability Supports which have been at the heart of GDA’s offer to disabled people over many years. These have of course been challenged by COVID and the move to mainly online and GDA’s engagement with over 6000 disabled people- including 2500 completed online surveys- revealed that 60% of those we spoke with experienced Digital exclusion: i.e. the devices, the broadband or the confidence to use these. Particular consequences are being felt in relation to employment and accessing employability supports as almost all provision has moved online with disabled people facing much higher than average levels of digital exclusion

As a result, Glasgow City Council have funded GDA to deliver a **Digital Employability Project**, building on our track record of supporting disabled people into Employability pathways and Employment and due to the recognised need for enhanced support to enable provision of:

* digital support and connections to disabled people with little or no digital skills and
* digital devices to those who might HAVE digital skills but are disadvantaged by not having the necessary specialist equipment to access employability programmes or apply for jobs.

This Project builds on GDA’s work to prevent disabled people falling through gaps through pilot learning gained from our COVID-19 Response. These Digital Supports are now positioned to be enhanced and strengthened in relation to our Employability offer as part of GDA’s Anti-Poverty work.

The project will support:

1. Disabled people with little or no digital skills who have been further disadvantaged by Covid 19 and the move to most services being online.
2. Disabled people who have digital skills and are already on an employability pathway but are disadvantaged because they don’t have the specialist digital equipment they require to access employability programmes or apply for jobs.

In addition the Digital Employability Project takes into account that disabled people have faced extreme disadvantage and lost confidence and access to supports and so confidence building and related supports are required to bring people on and progress goals for employability.

**Project Delivery:**

There are three aspects to delivery of project support:

1. Provision of digital equipment and coaching support to those who have little or no digital skills so that they are able to access online opportunities and employability support provision across the city.
2. Provision of digital equipment to those who are engaged on the employability journey but who lack the equipment to access online opportunities including those offered by the Glasgow Council Family, local employability providers and job vacancy websites and portals.
3. Provision of employability support from GDA that is tailored to meet individual access, communication and other support needs and that helps disabled people to identify their needs, develop a personal employment action plan and address their personal barriers to employment.

An additional output will be the analysis and learning from the Project which will be shared with partners beyond the Project to improve Employability policy and services. This employability support includes the co-ordination of digital and potential face to face programmes of support to rebuild confidence, self-esteem and aspirations for employment and individual coaching that covers areas such as:

* Choosing or Changing A Career
* Job Search – where to look for opportunities including the best websites
* Identifying inclusive employers who encourage applications from disabled job seekers
* Help with CV’s, application forms and preparing for interviews
* How to discuss your impairment and your support needs with employers
* Your rights at work – reasonable adjustments, Access to Work, dealing with problems.
* Opportunities for learning, training and work experience
* Referrals to other employability support providers
* Flexible working and home working
* Self-employment

## **Job Description and Person Specification**

**Job Title:** Digital Employability Coordinator.

**Salary: £29K**

**Contract:** 1 year and thereafter dependent on future funding. Secondments considered; 25 days holiday plus 12 fixed days

**Reports to:** Head of Employability & Anti-Poverty

**Hours:** 35 hours per week

**Location:** Initially home-based; partial return to office at Templeton Business Centre envisaged; potential for in-person engagement at community venues, subject to COVID-safety protocols. Potential home visits where required to support member engagement – subject to enhanced Disclosure and GDA’s lone working policy.

### **Outline of the Role**

GDA is seeking a self-motivated, flexible and multi-skilled individual to develop and lead GDA’s online Digital Employability coaching and support Programmes.

The main role of the Digital Employability Coordinator is to work alongside GDA staff to engage disabled people, develop digital supports and deliver accessible support to disabled people who are currently not in work and facing employment challenges. Specifically, the postholder will support disabled people to identify digital learning and support needs, develop personal action plans around digital connections including employability support and build skills for independent living and employability. The postholder will also build collaborative relationships with key external stakeholders which disabled people rely on for support to participate such as social work, learning/training providers, employability services and DWP. It will be essential to raise awareness of the needs of disabled people and share project learning to improve accessibility of services.

The successful candidate will be an experienced Employability Practitioner with a track record of supporting disadvantaged people looking for work. They will be digitally confident and skilled with the ability to deliver Digital Supports to disabled people with little or no digital skills, alongside other Project staff.

**Main Duties and Responsibilities.**

**Employability Support**

* Support project participants to identify barriers and solutions to independent living including digital connections and employability.
* Support disabled people to identify their needs, develop personal action plans to build digital employability skills and address barriers to employment.
* Co-ordinate online activities (and face to face when enabled) which support disabled people to rebuild confidence, self-esteem and aspirations for employment through personal development and motivational programmes.
* Build collaborative relationships with services, supports and opportunities to enable progress into learning, training, volunteering or community involvement.
* Develop effective relationships with employability support providers/ employers to provide accessible progression routes for disabled people into employment.
* Provide information, support and advice to disabled people to support them on their progression towards employment.
* Liaise with project and wider GDA staff to draw out project learning and share lessons for digital inclusion and digital employability supports in Glasgow.

**Partnerships and Collaboration**

* Work in partnership to share this project learning to influence policy and practice around accessible employability practises including digital employability.
* Work collaboratively with others to ensure referrals, joint working and accessible services
* Follow up with disabled people to ensure referrals and signposting met their needs and re-refer as/when necessary.

**Digital Support and Connections**

* Support disabled people who lack digital devices, connectivity or digital confidence to identify barriers and plan solutions to becoming digitally connected.
* Identify and explore digital needs of disabled people seeking employment and meet these needs through the Project.
* Signpost and support disabled people to access both internal GDA services and programmes and external community based services, where available and accessible.
* Identify and escalate challenges, difficulties or situations where a person’s safety may be at risk – discussing these in a timely and appropriate way with line manager and take responsibility for any necessary ongoing actions.
* Utilise and contribute to GDA’s database of local services, facilities, resources and networks and make referrals as appropriate.

**Monitoring and Evaluation**

* Alongside GDA staff, set up set up, develop and maintain up to date records of personal details including baseline information to enable the Project to demonstrate progression of participants.
* Collect evidence for the purposes of qualitative monitoring, including testimonials, case studies and impact records.
* Record all communications and referrals accurately and communicate regularly with Admin team to ensure accuracy of GDA membership database.
* Develop project plans and timeline along with Head of Employability and Anti-Poverty
* Write/ produce project reports for Head of Employability & Anti-Poverty and CEO.
* 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 development of the project more widely in response to ongoing evaluation and project learning.
* Attend and participate in team and staff meetings to contribute to planning, development and monitoring of the service and GDA’s wider work.

**General**

* Complying with GDPR at all times, maintain accurate records of all project activity, contributing to and leading monitoring, evaluation and reporting.
* Work collaboratively with GDA colleagues, contributing to the positive, proactive and supportive culture of GDA.
* Assist with development opportunities for GDA, as requested and directed by Line Manager and/or CEO.
* To commit to developing and maintaining specialist knowledge for the role and to keep alert to related developments in employability policy and practice
* 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 services are provided in accordance with GDA’s Policies.
* Undertake other duties as may be required by line manager, CEO or GDA consistent with the overall aims of the post & project workplan priorities.

**Person Specification**

**Digital Employability Coordinator**

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| **Skills and Abilities** | **Essential** | **Desirable** |
| 1. Strong listening and verbal communication skills and ability to support effectively - sometimes in sensitive situations. | **🗸** |  |
| 1. Excellent communication - verbal and written and attention to accessibility. | **🗸** |  |
| 1. Investigative interviewing/ coaching skills to identify needs & barriers and plan solutions including actions, in a person-led empowering way. | **🗸** |  |
| 1. Interpersonal skills and ability to build supportive and trusting relationships with individuals and groups. | **🗸** |  |
| 1. Collaboration skills including networking and negotiation. | **🗸** |  |
| 1. Facilitation, group work or training skills. | **🗸** |  |
| 1. Organisational skills including co-ordinating programmes and events. | **🗸** |  |
| 1. IT skills including Microsoft Office or equivalent and confidence using digital platforms such as Zoom, MS Teams or others. | **🗸** |  |
| 1. Listening and informal counselling skills. | **🗸** |  |
| 10 Able to work independently and proactively with minimal supervision to prioritise and reprioritise work whilst at the same time being willing to take direction- especially now with homeworking. | **🗸** |  |

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| **Knowledge and Experience** | **Essential** | **Desirable** |
| 1. Understanding of the digital and employment barriers disabled people face (either through personal or professional experience). | **🗸** |  |
| 1. Understanding of connections between employability support and other areas of policy / barriers in disabled people’s lives | **🗸** |  |
| 1. Understanding of disabled people’s Independent Living philosophy, the social model of disability and/or willingness to learn. | **🗸** |  |
| 1. Experience of providing employability support to individuals and/or groups including disabled or disadvantaged people. | **🗸** |  |
| 1. Experience of using online platforms – e.g. during COVID and of home working /or ability to work at home | **🗸** |  |
| 1. Experience of providing advocacy, training or community development support. |  | **🗸** |
| 1. An understanding of community led approaches and community development support. |  | **🗸** |
| 1. Experience of collaborative working with wide range of stakeholders and partners |  |  |
| 1. Experience of project co-ordination, report writing and record keeping. | **🗸** |  |

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| **Personal Attributes and Attitude** | **Essential** | **Desirable** |
| 1. Self-motivated, proactive and ability to work on own initiative under pressure and to tight deadlines. | **🗸** |  |
| 1. Commitment to ethos of GDA and a passion for working with disabled people to overcome barriers and achieve positive changes in their lives. | **🗸** |  |
| 1. Commitment to equality, human rights and Independent Living as defined by disabled people. | **🗸** |  |
| 1. Kindness, patience and empathy when dealing with people facing difficult circumstances | **🗸** |  |
| 1. Teamwork: contributing to and supporting your colleagues utilising individual and shared learning and development. | **🗸** |  |
| 1. Flexible and adaptive to change. | **🗸** |  |
| 1. Enthusiasm, ability to motivate others, connect with people & share GDA messages. | **🗸** |  |
| 1. Accountability: taking responsibility for your actions and behaviour and willingness to learn and develop |  |  |
| **Other requirements** | **Essential** | **Desirable** |
| Willing and able to work evenings and weekends occasionally when required. | **🗸** |  |