

Job Description

Job Title	Equality, Diversity and Inclusion Lead (People Accessing Services)
Function	Operations
Department/Team	Service Development and Transformation
Reports to	Inclusion Manager
DBS Check Level Required	Enhanced
Grade/Job Evaluation Level	Key Contributor A
Salary Banding	£29,430 - £37,610
Created/Reviewed date	October 2025

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within the Service Development and Transformation Directorate, the Team will be responsible for service improvement and development, shaping Organisational change, implementation of Strategy, Innovation and best practice to deliver service transformation and excellence.

Purpose of the Role

The Equality, Diversity & Inclusion Lead will enable Waythrough services to be accessible and inclusive to anyone who needs them through working with our local services and wider organisation to embed better practices, monitor progress, and embrace change to any remove barriers to accessing support.

Key Accountabilities

(List of accountabilities specific to this role)

Service Delivery

- Identify barriers to engaging with our services, speaking with people from underrepresented communities and subject experts to produce recommendations on reducing those barriers together.
- Be physically present in services, sharing knowledge and expertise and promoting visibility and a culture of learning and curiosity.

Performance

- Ensure compliance with equality legislation and certified good practice.
- Receive and monitor equality, diversity & inclusion (EDI) KPI data, triangulating with qualitative insights to produce regular reports on our progress to the Integrated Governance Group.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.

Development and engagement

- Work with service leads to develop and review their EDI action plans, to ensure equality and addressing inequalities are key parts of all strategies, plans and programmes.
- Chair a regular meeting of Regional EDI Leads and attend a range of other corporate and local meetings as the EDI subject expert.
- Produce and maintain resources, to establish and maintain consistent good practice across the organisation.
- Contribute to local and national events, conferences and webinars.
- Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.



General Accountabilities

(List of accountabilities applicable to all roles)

- Model our organisational values that sets the tone for people across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Seek opportunities to develop, learn and continuously improve so that we can develop high quality services.
- Work in accordance with all relevant legislation, policies, procedures and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.
- To promote, adhere to and live our workplace values of being honest, committed and inventive.
- This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Additional Information

Willingness to travel nationally as part of day-to-day work, including overnight stays.

Values

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity



Person Specification

Qualifications	Essential or Desirable
RQF/NVQ Level 3 Diploma in Health and Social Care or qualified by experience	E

Skills	Essential or Desirable
Proficient in Microsoft Office programs	E
Strong interpersonal and relationship-building skills	E
Ability to work independently, managing a schedule of service visits and associated practical arrangements	E
Ability to analyse information from a range of sources and produce impactful reports	E
Excellent written and verbal communication skills.	E

Experience	Essential or Desirable
Understanding of the barriers to engagement in health, care and housing services experienced by diverse communities	E
Fluency with the Equality Act 2010 and relevant legislation	E
Familiarity with the main recognised EDI certification schemes (e.g. Disability Confident)	E
A proven commitment to furthering equality, diversity and inclusion	E
Professional or lived experience of the drug and alcohol, mental health, and/or supported housing sector	D
Experience of driving change in culture and practice	E
Experience of working across multidisciplinary teams	D

