



People Know How
525 Ferry Road
Edinburgh, EH5 2FF
www.peopleknowhow.org

Positive Transitions Coordinator

- Salary:** £18,233 to £21,267 (with increments over four years)
Hours – 37.5
Pension – 3% contributions
Life Assurance – 4 times salary
- Duration:** 3 Year Fixed Term (after a 6-month probationary period)
Potential to become permanent dependent on funding
- Holidays:** 25 days annual leave plus public holidays
- Location:** 525 Ferry Road, Edinburgh
- Start Date:** June 2019

The Organisation

People Know How is an Edinburgh based social innovation charity (SCIO), now entering our seventh year. We combine an international reach, receiving volunteers and interns from all around the world; with a focus on engaging with local people and local issues.

As an organisation, we are committed to addressing marginalisation and have an ethos that is driven to make a positive difference. We have developed innovative methods to engage and empower people to improve their lives. We believe that together we can create and deliver the most productive and impactful differences for communities.

Our Mission

To empower individuals to be socially innovative in their communities, by helping them transform their ideas into action. We do this by providing the skills, tools, resources and framework they need to deliver positive social change.

Our Vision

Communities where people have the opportunity to reach their full potential using their strengths and assets.

Our Values

- We value people's potential;



/peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

- We invest in creative and dynamic processes;
- We commit to meaningful action;
- We strive for innovative solutions;
- We collaborate with purpose.

Our Process

We are people-led, placing huge value on people’s lived experiences, whilst also developing evidence-based approaches through reviewing best practice and research. We call this process ‘social innovation’ and every project we run is rooted in this approach. We have developed a model which we have used to deliver on a number of successful projects. Each of our projects moves through a cycle of 4 key phases:

1. Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe that “People Know How” to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

2. Research

We review literature and best practice guidance to inform people’s ideas and ensure there is an evidence base before proceeding with a project.

3. Do

We run projects and deliver activities, putting ideas into practice. We have developed a number of monitoring and evaluation tools which are built into our activities so that we are constantly gathering data to assess our progress and performance.

4. Share

We share the approaches and impact of our work to recognise and celebrate the positive outcomes, whilst identifying where improvements can be made. We then ask people for feedback on what we have shared, thus creating a cycle which drives continuous improvement.



Our Key Projects:

Social Innovation Programme

In line with our new Strategic Plan to 2025 the programme aims to support and empower communities including people, community groups, new / established charities and to engage in systems change with the public, third, business and academic sectors.



/peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

Positive Transitions

Established in 2015 to support disadvantaged and vulnerable children, young-people and families. The overarching aim is that children and young-people grow up to be healthy, confident and resilient so they can fulfil their potential.

Re:Connect

Established in 2017, with a focus on how improved digital skills can help promote social inclusion. It is successful in getting people more interested in how the internet can help them make better social connections to improve their well-being.

Shaping Your Future

Based in North-East Edinburgh, our project involves empowering local residents to be more active in local planning and decision making. Many residents aspire to be more involved but have never before been presented with the opportunity.

The Role

We have an exciting opportunity for a **Coordinator of our Positive Transitions Service** to join our team, during an exciting period of growth. The role is ideal for someone who can coordinate a project including delivering a service and supporting a team of VIPs (volunteers, interns and placement students). The successful candidate will be lined managed and work with the Operations Manager and the team in:

- Managing referrals and undertaking assessments in partnership with children and young people, families, referrers and other relevant individuals;
- Identifying, facilitating and supporting befriending matches between children or young people and an appropriate volunteer befriender;
- Coordinating art therapy provision with children or young people and art therapy students on placement;
- Coordinating support provision with children or young people and social work students on placement acting as link tutor as appropriate;
- Maintaining contact with children and young people, families, referrers and other relevant individuals.
- Contributing to volunteer recruitment and training across the service, and to support and supervise a team of volunteers, interns and placement students;
- Working as part of the wider team to ensure services are delivered effectively; and to work in partnership with children and families, relevant professionals and other stakeholders to ensure the service remit is carried out with regard to statutory commitments and best practice.
- Appropriately recording, maintaining and evaluating information gained through the process of assessment, monitoring and review; and to provide quantitative and qualitative data to the project co-ordinator for preparation of reports and statistical returns.
- Planning and developing work in line with policies, procedures and management systems, and to participate in the planning and review of service development.
- Maintaining the office and resource bases.



/peopleknowhow



@PKHinnovation



@peopleknowhow



/people-know-how

- Fulfilling agency requirements in relation to receiving training and practice development, and to develop individual and team skills.
- Contributing toward reviewing and streamlining our policies and procedures, including risk assessments, to ensure they are fit for purpose;
- Keeping up to date with legislation and policy related to your service area;
- Monitoring and evaluation activities and providing material to contribute to reports for funders and trustees;
- Collaborating with the team to design delivery models for new and existing work;
- Supporting the daily running of the office and carrying out any other duties as required.

Person Specification: Essential

- Strong communication skills (written and verbal);
- Skilled in using Microsoft Office applications;
- Strong planning, organisational and administrative skills with the ability to coordinate a team with diverse communication styles;
- An understanding of the environment in which voluntary and community organisations operate;
- Previous experience of supporting, coordinating, managing, coaching or mentoring;
- Creative, with the ability to share ideas and work collaboratively;
- Highly motivated and able to work independently;
- A positive, professional 'can do' attitude;
- Flexible and able to adapt to change to meet the needs of the organisation;
- Ability to work well with others as part of a team;
- Supportive, and able to encourage others to contribute/share ideas;
- Friendly, and able to manage existing relationships and create new relationships with partner organisations;
- Driven to make a real difference with a shared vision and commitment to what we do.