

Job Title: **Training and Support Worker Glasgow**

Hours:	40 hours per week
Salary:	£22,000 - £24,000
Location:	Glasgow
Reports to:	Social Impact Manager Social Impact Project Co-ordinator
Accountable for:	Delivery of Social Bite's social impact programme in Glasgow
Principle working relationships:	
Internal -	Social Bite Social Impact Team Shop Managers and Operations Manager Shop Staff Social Bite Volunteers
External -	Homeless customers of Social Bite Charity Partners

Job overview:

Reporting to the Social Impact Project Co-ordinator and/or Social Impact Manager is responsible for:

- The safe and effective delivery of Social Bite's pipeline of support and opportunities for vulnerable people affected by homelessness that might be a symptom of various issues, e.g. mental and physical health issues, exploitation, addictions etc. that we engage via our shop in Glasgow
- Motivating and working alongside Social Bite shop staff, Social Bite volunteers and a range of external partners to deliver high quality training, employment and volunteering opportunities to people affected by homelessness that help individuals to transform their own lives.

Main Duties:

Engagement Events:

- To work in partnership with Social Bite's shops and local charities to run regular Social Suppers and other events for vulnerable people affected by homelessness.
At present, these include:
 1. Social Suppers Mixed Group on Monday and Friday 4-6pm
 2. Social Suppers Women's Group on Tuesdays 5pm-7pm, where children will be welcomed to attend with mums
- To liaise with Social Impact Manager, Social Impact Project Co-ordinator on Social Scran delivery
- To research and develop one-off events to complement the above events
- To maximise the opportunity to link people affected by homelessness to local services and opportunities

Volunteering Programme:

- To liaise with Social Impact Project Co-ordinator around recruiting volunteers for Social Suppers and Social Scrans
- To work closely with Social Impact Project Co-ordinator on organising regular training and events for volunteers based in Glasgow, so they feel part of the wider Social Bite team
- To work with teams of volunteers from the general public and from homeless backgrounds to deliver Social Suppers and other events
- To manage a caseload of supported volunteers and provide support to assist people in reaching their potential
- To oversee and work on support plans with supported volunteers
- To facilitate the Community Achievement Award with supported volunteers

Social Bite Academy:

- To work alongside Social Impact Manager and Social Impact Project Co-ordinator on setting up and support paid work placements that make up our Social Bite Academy. This will include placements within the Social Bite social enterprise (Glasgow and Livingston), its partners but also with external employers.
- To set up and manage a portfolio of health and wellbeing opportunities for supported employees and volunteers
- To develop training and development opportunities for our Academy staff and volunteers
- To set up a buddy system to support homeless people employed at Social Bite.
- To work with Social Bite shop staff to run regular socials for the shop team that help staff and volunteers with a homeless background to expand their social networks and reduce isolation.

1:1 Work with Vulnerable People affected by homelessness:

- Oversight of signposting to relevant agencies, linking people with the right support
- To provide ad hoc support to people who attend Social Bite Suppers and Social Scrans

Partnership working:

- To use own initiative to develop innovative local partnerships for the benefit of homeless people and to expand the reach of local homelessness charities
- To manage a portfolio of existing partnerships
- Lead on existing collaborative work between partners, make sure that existing projects are completed and identify others that may be impactful in the community where you are based

Social Bite Christmas Events:

- To lead on organising and delivering Social Bite Christmas events in Glasgow. This will include Christmas Eve dinner, a Christmas Day event and any additional events in the 2 weeks after Christmas. Please note that you are required to work on these days.

- To build on recruitment and training for volunteers to support the delivery of these events
- Work in partnership with other charities and organisations to identify potential collaboration
- To work on marketing and promotion of the events to homeless customers

Health and safety:

- To follow Social Bite's policies and procedures in terms of running safe activities and events for homeless people
- To work to continuously improve Social Bite's safe practice in relation to working with homeless people

Monitoring and evaluation:

- To collect all relevant impact data relating to engagement events and training, volunteering and support activities delivered to homeless people by Social Bite
- To compile written evaluation reports about your work that will feed into Social Bite's reporting cycle to Board and key funder, the Big Lottery Fund
- To apply the consistent use of the Outcomes Star and action planning in 1:1 work.

This list of duties is not exhaustive and may be subject to change as the role and the organisation develops

Person Specification

- A high level of commitment to the aims of Social Bite and to improving the lives of people affected by homelessness.
- Experience in working to support and develop individuals with multiple/complex needs.
- A non-judgemental approach and a belief in the potential of all people.
- Volunteer management knowledge and experience.
- Strong relationship building skills for developing effective internal relationships and partnerships with a range of charities.
- Effective written and verbal communication skills.
- Experience of dealing with challenging behaviour and of establishing safe boundaries with vulnerable people.
- Ability to use own initiative and to proactively overcome problems and challenges.
- Good IT skills and the ability to accurately record information in a database.
- Experience of monitoring and evaluation.
- Existing knowledge of homeless sector and related networks in Glasgow is desirable.
- Some experience of working within a commercial environment is desirable.
- First Aid qualification is desirable.
- ASIST suicide prevention training and/or Mental Health First Aid is desirable.