

JOB TITLE	Reports to	BUSINESS CENTRE
Training and Support Worker (Edinburgh or Glasgow)	Senior Training and Support Worker	Social Bite 1 Leith Walk Edinburgh EH6 8LN

PURPOSE (Why the role exists)

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.

JOB CONTEXT

Engagement Events:

- To work in partnership with Social Bite's shops and local charities to run regular Social Suppers and other events for people affected by homelessness and/or poverty
At present, these include:
 - Social Suppers Mixed Group
 - Social Suppers Women's Group:
 - Vesta Dining with dignity (Edinburgh)
- To liaise with shop managers on the free food take away service delivery
- To research and develop 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 People Partner (Ops) around recruiting volunteers for Social Suppers and free food take away service
- To work closely with People Partner (Training Development & Wellbeing) on organising regular training and events for volunteers based in Glasgow/Edinburgh, so they feel part of the wider Social Bite team
- To work with teams of volunteers from the public and from homeless backgrounds to deliver Social Bite's engagement 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 (max. case load: 5 supported volunteers)
- To facilitate the Community Achievement Award with supported volunteers

Social Bite Academy:

- To work alongside People Partner (Ops) 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, Livingston, Edinburgh), its partners but also with external employers.

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's Engagement Events

Partnership working:

- To use own initiative to develop innovative local partnerships for the benefit of people who use our 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/Edinburgh. This will include Christmas Eve dinner, a Christmas Day event. Please note that you are required to work on these days.
- To work with Volunteers' Co-ordinator 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 people who use Social Bite's Engagement Events

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 funders
- To apply the consistent use of the recording tools and action planning in 1:1 work

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

(Required for the job not of the current job holder)

- 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
- Understanding of trauma informed approaches
- A non-judgemental approach and a belief in the potential of all people
- Knowledge and experience of working with volunteers
- 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 mentoring and supervision of staff members
- Experience of monitoring and evaluation

RELATIONSHIPS – Internal & External

Internal -	Head of Social Impact & safeguarding, Senior Training and Support Worker, all Social Impact Team Members, Shop Managers, Central Kitchen Manager, Shop Staff, Social Bite Volunteers
External -	People affected by homelessness and/or poverty Charity Partners