



Development & Support Worker (Edinburgh) – role profile

Responsible to: Head of Service & Safeguarding

Contract Type: Permanent, full time (37 hours per week)

Salary band £24 - £28K

Location: Social Bite, 1 Leith Walk Edinburgh EH6 8LN. Flexibility with remote working.

Application: please sent your CV and cover letter to recruitment@social-bite.co.uk by 12pm on Monday, 13th June 2022.

In your cover letter, please address the following points:

- Why would you like to join Social Bite team?
- How important do you think building relationships with individuals is? Can you demonstrate your ability to engage with people using some examples?
- Can you please demonstrate what experience of running volunteers' led events do you have?

About Social Bite

As a charity and social enterprise, our vision is that everyone has a safe place to call home. We help people break the cycle of homelessness through innovative supported employment and housing solutions, and give out over 250,000 items of free food year-round through our coffee shops and community networks.

We build lasting relationships, as we believe that through positive connections people can transform their lives. We use food, homes, and jobs as tools of engagement that can enable everyone to reach their potential. Our national and global campaigns have shifted the cultural dial on homelessness and our work has been championed by George Clooney, Will Smith, Sir Chris Hoy and The Duchess of Cambridge. One in four of our team have been homeless themselves.

Originating in Scotland with pioneering projects including the Social Bite Village, the Social Bite Academy and Housing First, we're now expanding our impact collaboratively across the UK including our Jobs First programme, free food provision and new social enterprise coffee shops.

Our flagship events in 2021 included: Break the Cycle with Sir Chris Hoy which saw over 500 participants riding 60 miles across the central belt of Scotland alongside a virtual challenge for supporters across the UK; and the Festival of Kindness – our Christmas fundraising and gift-drive initiative which included Tree of Kindness installations in London, Edinburgh, Glasgow, Aberdeen and Dundee throughout December.

The Social Bite Group operates five shops in four cities in the UK, a Central Kitchen, an online shop and postal brownie business, a portable coffee cart, a partner restaurant Vesta Bar & Kitchen, concession sites within corporate businesses, a food distribution network and a Head Office which carries out our charitable projects.

Together we can end homelessness.

About the role

We are looking for a special someone to run our Social Bite Events in Edinburgh and engage with people who have been affected by homelessness in volunteering and employment opportunities.

Our Social Impact Team is energetic and enthusiastic with a passion and commitment to improving the lives of people who are vulnerable. This is a job for someone who loves variety – every day brings something new.

You will come with experience of working to support and develop individuals with multiple/complex needs and a desire to join our collaborative movement to end homelessness. You will build positive relationships with volunteers and external partners.

You will enjoy taking your own initiative but also working as a part of the team. You will travel around our various locations. You will be resilient, always bringing a smile and a can-do attitude to your work.

We need you to be:

- A person who has good knowledge and experience of working with vulnerable adults and challenging situations
- A person who can quickly build strong relationships for developing effective internal relationships and partnerships with a range of charities
- Flexible with a willingness to learn
- Passionate about people with a drive to make a change

KEY OBJECTIVES AND RESPONSIBILITIES

Engagement Events:

- To work in partnership with Social Bite's coffee shop team and local charities to run regular Social Suppers and other events for people affected by homelessness and/or poverty
At present, these include:
 1. Social Suppers Mixed Group
 2. Social Suppers Women's Group:
- Social Suppers at Vesta To liaise with shop managers on the free food take away (Social Scrان) 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
- To show a love for food that includes food preparation but primarily the power of food to engage people and build trust

Volunteering Programme:

- To liaise with the Volunteer Coordinator around supporting volunteers.
- To provide feedback to Volunteer Coordinator about volunteers' training needs.
- To work with teams of volunteers from corporate partners, general public, and homeless backgrounds to deliver Social Suppers and free food takeaway services (Social Scrان).
- To oversee and work on support plans with supported volunteers (max. caseload: 3 supported volunteers)

Social Bite Academy:

- To work alongside Jobs First Senior Support Worker on establishing and sustaining paid work placements that make up our Social Bite Academy. This will include placements within the Social Bite coffee shop in Edinburgh, as well as with external employers.
- To set up and manage a portfolio of health and wellbeing opportunities for supported employees and volunteers.
- To develop training and various opportunities for Social Bite's Academy staff

Social Bite Village:

- To work with Senior Training & Support Worker on generating referrals for the Social Bite Village
- To promote Social Bite events and opportunities amongst Social Bite Village residents

Work with Vulnerable People affected by homelessness:

- Oversight and continued updating, of signposting information, 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 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

KEY OBJECTIVES AND RESPONSIBILITIES

- 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

	Essential	Desirable	Proven by
Knowledge Skills Experience	<ul style="list-style-type: none"> • Minimum 2 years of experience in working with individuals with multiple/complex needs • Experience of dealing with challenging behaviour, de-escalating and managing conflict alongside with ability to establish safe boundaries with vulnerable people • Experience of working with and creating partnerships across various sectors • Understanding of trauma informed approaches • Effective written and verbal communication skills • Ability to establish and sustain positive and trusting relationships • To work effectively within a team • Knowledge and understanding of issues and/or barriers faced by people who use services • To have love for food, that includes preparation of meals and reaching people through food 	<ul style="list-style-type: none"> • Relevant professional qualification (i.e. SVQ3 in Social Services and Healthcare, Social Work, Counselling) • Experience of working in homelessness sector • Knowledge of homelessness and current and future issues affecting the sector • Adult and Child Protection Knowledge • Knowledge and understanding of DWP and benefits systems • Knowledge of employment and employability sector • Trauma skilled practice • Good IT skills and the ability to accurately record information in a database • Experience of monitoring and evaluation • Some experience of working within a commercial environment 	CV, Cover Letter and interview
Personal	<ul style="list-style-type: none"> • A high level of commitment to the aims of Social Bite and to improving the lives of people affected by homelessness • A non-judgemental and empathetic approach and a belief in potential of all people 		Cover letter and interview

	<ul style="list-style-type: none"> • Approachable, enthusiastic, proactive, resilient • Reliable, practical, highly organised • Strong relationships building skills for developing effective internal relationships and partnerships with a range of charities • Flexible, creative with a solution focused approach • Ability to manage a varied workload and prioritise to meet competing deadlines 		
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Thank you for your interest in this role! We'd love you to apply. If you have any questions at all, please contact recruitment@social-bite.co.uk.

