



## **Service Delivery Worker**

Job Title: Service Delivery Worker

Fixed term contract for 3 years. Renewable subject to funding.

Reporting To: Chief Executive, Positive Changes (Scotland) CIC

Location: Based in Stirling, some daytime travel may be required

Rate of pay: £22,500 - £25,000 FTE, dependent on experience

Hours: Full time role, 35 hours per week.

Closing date: 9am Monday 11<sup>th</sup> July 2022

Are you passionate, enthusiastic and motivated to support women who have touched the criminal justice system? We are looking for the right person to deliver our services which will support the women as they gain qualifications, work experience, life skills and have the opportunity to raise their self-esteem and confidence. You will be part of a team which deliver a suite of programmes which includes: Making Positive Changes, our highly successful training programme; RISE our mentoring programme and our work experience opportunities where the women join us on our regular production days. You are likely to have existing experience and contacts within this sector in Scotland and you will have experience of working with women which may include those who have touched the criminal justice system. Our services complement each other and provide holistic support which the women can access on a stand-alone basis or in conjunction with the other services as they journey towards making positive changes in their lives and fulfilling their potential. Liking chocolate is a bonus, what is more important is that you have the knowledge, skills and experience: want to work in a positive learning environment and are empathic with our values and team spirit.

### **The organisation**

Positive Changes (Scotland) CIC is an organisation which supports women who have touched the Scottish criminal justice system towards making positive changes in their lives and reaching their potential. We use the vehicle of making and selling exquisite chocolates, branded Grace Chocolates changing lives to engage with the women and generate revenue. 100% of profits are reinvested to support our services.

By engaging with us the women have the opportunity to gain work experience, write a Personal Development Plan, improve their CV and gain workplace skills which will help lower barriers they face when looking for fulfilling employment, which for many is an aspiration. Each woman is encouraged to develop their own Personal Development Plan to help her set goals and aims which is her pathway towards fulfilling work. The women are involved in all aspects of the making and selling the chocolates and our customers include: individuals for gifts and treats; weddings; corporate organisations for serving and giving as gifts to their clients; restaurants and event companies; and other Public Sector organisations for gifts and serving to their guests.

This post is initially funded for 1 year with the intention that it will become a longer-term position. This is not guaranteed and is subject to funding.

### **The Role**

The successful applicant will be a core member of our team with responsibility for providing a range of professional, flexible and responsive services and support to the users of our services contributing to the effectiveness and efficiency of the organisation as a whole.

Key responsibilities and duties include, but are not limited to:

- Building relationships with referral organisations, including: Scottish Prison Service, local authority social justice teams and other agencies;
- Oversee, coordinate and facilitate our Making Positive Changes programme up to 4 times per year;
- Support women accessing work experience in our production environment;
- Provide additional support for the women who engage with our services e.g. signpost and refer to other agencies.
- Work with colleagues to best meet the needs of the women we support
- Effectively evaluate the difference the workshops are making for the women;
- Produce monthly reports to inform the Board.

### **Our Team**

Our team includes: staff, Board members and volunteers, each with clearly defined roles, responsibilities and duties to undertake within and across the organisation. Their collective talent, skills and strengths means that we are able to deliver a high-quality learning and training experience which is governed and managed effectively.

We place great value and importance on our peer to peer, mentoring and shared learning; our ability to communicate effectively and on our abilities, systems and processes and our partners to support us in our work. Our aim to set a high standard of practice in everything we do.

You are likely to be working within the Public or Third Sector and have experience of working with women within the criminal justice system. Knowledge of similar services which support women in Scotland are an additional asset and you may already have a network of contacts with referral agencies. We make chocolates throughout the week, as the need arises. You may have a passion for chocolates but what is more important is your passion to support the women we work with, flexibility and a real can-do attitude.

We are a small but growing team who work well together to support the women. Your contribution will be as a valuable member and enhancement of that team. We encourage positive learning using self-reflection to problem solve and learn from our mistakes. As a result we have a harmonious working environment and it's a pleasure to be involved each day.

### **The kind of person we are looking for:**

- Is passionate about our ethos, goals and aims of the organisation
- Is keen to help support the women we work with on their journey towards fulfilling their potential
- Is organised and efficient
- Is willing to work as a member of the team
- Is willing to pitch in, has a "can do" attitude and to go the extra mile

- Is willing to adapt to our positive learning work ethos
- Is reliable with integrity and passion

**Skills and experience:**

Required	Desirable
<ul style="list-style-type: none"> <li>• Has experience of coordinating, facilitating and delivering training which is interactive and engaging</li> <li>• Has an existing network of contacts within the Scottish Prison Service, local authority social justice teams and other agencies</li> <li>• Has excellent planning and project management skills</li> <li>• Has experience of monitoring and evaluating service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Is accredited to deliver SQA level training</li> <li>• Has experience of delivering material online</li> <li>• Has experience of trauma informed practises</li> <li>• Has experience of working with women within the Scottish criminal justice system</li> </ul>

**Application process:**

The closing date for applications is 9am Monday, 11th July 2022. If you are interested in this role, please email a copy of your CV and a covering letter detailing suitability for the role to [joyce@gracechocolates.co.uk](mailto:joyce@gracechocolates.co.uk). Please include in your letter what unique attributes you can bring to this role and why you think you are the right person for it.

We encourage applications from all sectors of the community regardless of age, race, religion, sexual orientation as we are an Equal Opportunities employer. We particularly welcome applications from people with lived experience of the criminal justice system with the appropriate skills and experience. All applications will be acknowledged. Successful written applications will be invited to interview after which the successful candidate will be advised and the role offered.