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| JOB TITLE | | REPORTS TO | PRIMARY LOCATION |
| Development and Support Worker – 37 hrs a week | | Director of Social Impact | Social Bite  1 Leith Walk, Edinburgh, EH6 8LN |
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| PURPOSE (Why the role exists) | | | |
| Responsible for:   * The safe and effective delivery of Social Bite’s pipeline of support and opportunities for people affected by homelessness * Motivating and working alongside Social Bite Shop staff, volunteers and range of external partners to deliver hight quality training and volunteering opportunities to people in situation of homelessness. * Building and developing a local engagement with volunteers for social suppers and social scran – in communication with Volunteers Coordinator.   *This role involves some amount of travel.* | | | |
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| KEY OBJECTIVES | | | |
| * To oversee social suppers and engage 60 - 80 people (number depends on the city) * To build external partnerships with charities addressing homelessness * To provide support to 5 supported volunteers per year (number depends on the city) * To participate in development and delivery of the SCQF training | | | |
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| JOB CONTEXT | | | |
| Engagement Events:   * To work in partnership with Social Bite’s shops and local charity partners to prepare food and to run regular Social Suppers for people who are affected by homelessness and/or poverty * To liaise with Social Impact Team and shop manager on the free food (Social Scran) take away service delivery * To deliver monthly service at The Bon Vivant * To develop referral pathways to Social Bite Village in Edinburgh * To maximise the opportunity to link people affected by homelessness to local services and opportunities * To prepare monthly free food reporting   **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 Christmas** * To work with the Volunteers Co-ordinator to build on recruitment and training for volunteers to support the delivery of these events * To 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 Social Suppers and free food takeaway services   Volunteering Programme:   * To liaise with Volunteers Co-ordinator on:   + Mapping out volunteering opportunities within the suppers and scran for corporate, regular and lived experience vols   + Assessing volunteers training needs and training delivery   + Reviewing volunteers’ policies * To work with teams of volunteers from the public and from homeless backgrounds to deliver Social Suppers and free food take away services * To oversee and work on support plans with supported volunteers (case load: 5 supported volunteers), in addition to provide ad hoc support for volunteers * To review and develop referral pathways for supported volunteers into Jobs First opportunities   Social Bite Internal Training Programme:   * To oversee the training programme and how it is delivered in Edinburgh * To work with the Social Impact Team on developing, improving and reviewing the training programme   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 Suppers and free food takeaway service   **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 * To maintain partnership with Social Bite Village * Internal partnerships: to create a pathway of working with various departments to build understanding of the work Social Impact Team does * To establish and lead on monthly free food sessions with coffee shop staff to ensure quality of service delivery * To represent Social Bite within the local strategic groups around homelessness * To attend Social Bite campaigns as required (Festival of Kindness)   Health and safety:   * To follow Social Bite’s policies and procedures in terms of engagement with vulnerable people affected by homelessness and/or poverty * To work to continuously improve Social Bite’s safe practice in relation to working with people affected by homelessness and/or poverty   Monitoring and evaluation:   * To work alongside Director of Social Impact on developing, improving, and implementing the monitoring system * 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 * To liaise with Communication Manager on producing, collecting and storing story telling materials that will be used for various reports and showcasing Social Bite’s and individuals’ achievements | | | |
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| KNOWLEDGE, SKILLS AND EXPERIENCE | | | |
| Essential   * Extensive experience (circa 2 years) 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   Desirable   * Relevant professional qualification (i.e. SVQ/NVQ 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 in Scotland * 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 | | | |
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| PERSONAL ATTRIBUTES | | | |
| * 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 * 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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| RELATIONSHIPS | | | |
| **Internal -** | Director of Social Impact, all Social Impact Team Members, Coffee Shop Staff; Fundraising and Marketing Team | | |
| **External -** | People affected by homelessness and/or poverty, Charity Partners, | | |