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| JOB TITLE | REPORTS TO | PRIMARY LOCATION |
| Development and Support Worker – 37 hrs a week | Director of Social Impact | Social Bite1 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,  |