



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

PURPOSE (Why the role exists)

Responsible for:

- Safe and effective delivery of Social Bite's free food services for people affected by homelessness (social suppers and social scran)
- Safe and effective delivery of Social Bite's pipeline of support and opportunities for people affected by homelessness
- Working with and supporting Social Bite Shop staff, volunteers and range of external partners to deliver high quality for people in situation of homelessness.
- Building and developing a local engagement with volunteers for social suppers and social scran – in communication with the Volunteers Coordinator.

Successful applicants will be required to join the PVG Scheme or be an existing member.

This role involves some amount of travel.

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 build and maintain good relationships with internal and external stakeholders
- To participate in team meetings, reflective practice and external supervision

JOB CONTEXT

Social Suppers and Social Scran (free food services):

- To work in partnership with Social Bite's shops 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 scan 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 (might include training delivery)

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 (i.e. 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
- To assist with staff and volunteers debriefing after incident and liaising with wider Social Impact Team on reviewing process and procedures

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

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- 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

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

Successful applicants will be required to join the PVG Scheme or be an existing member.

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

RELATIONSHIPS

Internal –	Director of Social Impact, Social Impact Team Members, Coffee Shop Staff; Fundraising and Marketing Team
External –	People affected by homelessness and/or poverty, Charity Partners