

Community Signposting Worker

Job Details

Reporting to: Operations Manager

Contract type: Fixed term for 2 years

Hours: 22 hours per week

Work pattern: Monday to Friday

Salary: £26,226.14 (£16,485 pro-rata)

Location: East Lothian Foodbank, 3 Civic Square Tranent, East Lothian, EH33 1LH

The Application Process

Application deadline: Tuesday 6th of October 2026 at 12pm noon*

Interview date: It is anticipated that interviews will be held on or around the w/c 12th of October*

Interview location: In person, Tranent

Please submit your CV of no more than 2 sides of A4 to

joinourteam@eastlothian.foodbank.org.uk along with a cover letter telling us why you are interested in this role and why you are a suitable candidate. *Applications without a cover letter will not be considered.*

As part of our recruitment process there will also be a short practical assessment that forms part of the interview.

In line with our Recruitment and Selection Policy this role will be subject to a Disclosure Scotland check.

*We regularly review applications and reserve the right to close an advert early if we identify suitable candidates. To avoid disappointment, please submit your application as soon as possible.

About East Lothian Foodbank

East Lothian Foodbank provides food and emergency daily essentials to local people who are experiencing hardship in East Lothian. Alongside the provision of emergency food parcels, we offer a money advice service and practical support to help address the challenges individuals and families who use our service face. In addition to this, we work alongside partners and our local community, to influence policy towards ending poverty in East Lothian.

As an independent Scottish charity, we are fortunate to also be part of a nationwide network of foodbanks, supported by Trussell, working together to ensure no one in the UK needs a food bank to survive.

About this role

This is a new post, which will play a key role in developing and embedding our signposting pathways – and an opportunity to play a pivotal role in improving outcomes for the people using our service.

The Community Signposting Worker will provide person-centred, trauma-informed support to individuals and families experiencing financial hardship (taking a "*What Matters to You*" approach) and empowering people as active agents in their own journey while also contributing to the development of new ways of working, improved outcomes, and stronger partnership integration.

The postholder will improve how we record and use signposting data through our E-referral system (DCS), and train and build the confidence of volunteers to take on a sustained signposting role when the funding ends. A key part of this role is bringing volunteers on the journey building their confidence and capability in signposting.

This is a time-limited, developmental role, designed to support both service delivery and system change.

Key Responsibilities

The Community signposting worker will:

- Deliver high-quality, person-centred support to individuals to help identify goals, build confidence, and access community resources
- Embed and refine holistic advice tools in daily practice, sharing learning to drive continuous improvement
- Improve signposting recording in our DCS system to build a clearer picture of need and impact
- Ensure people with lived experience actively shape how the service develops
- Contribute ideas and feedback to support continuous improvement
- Work collaboratively with third sector organisations and local community groups
- Arrange advice and support drop ins within our space with local partners
- Record and monitor outcomes using agreed systems (e.g. Signal / Life Map and DCS where relevant)
- Contribute to impact reporting and evaluation
- Support the development of evidence to inform service design and future funding
- Promote community-based solutions and reduce reliance on emergency food provision
- Support individuals to build resilience, independence, and social connections
- Lead by example to train and build volunteer confidence in signposting

- Embed consistent processes and develop the infrastructure needed for volunteers to sustain this work independently when funding ends
- Support a trauma-informed, strengths-based culture

About you

To succeed in this role, you must have the following skills and experience:

- Understanding of poverty, inequality, and community-based support
- Experience of person-centred approaches
- Experience of engaging with and supporting partnership work with other organisations
- Strong communication and relationship-building skills
- Ability to work independently and as part of a team
- Experience of partnership working
- Ability to manage a varied and demanding workload
- Understanding of safeguarding and professional boundaries
- Understanding of confidentiality practices and GDPR guidelines
- Demonstratable empathy, non-judgemental, and committed to always preserving the dignity of clients and in every interaction

It would be beneficial if you also had:

- Knowledge of East Lothian services and communities
- Experience using outcomes frameworks or data tools (e.g. Signal)
- Experience of using databases to capture information
- Understanding of trauma-informed practice

Key Competencies

- Highly organised and self-motivated
- Adaptable and proactive
- Good IT skills – including google suite and office packages/excel
- Committed to the values and mission of East Lothian Foodbank

Benefits

- Accredited real Living Wage Employer offering competitive salary
- Annual leave: 32 days including 9 bank holidays (pro rata)
- Pension: ELFB is a member of the NEST Pension Scheme. The successful candidate would be enrolled within the pension scheme 3 months from the joining date. Further information about Employer Pension obligations can be found at <https://www.nestpensions.org.uk/schemeweb/nest/aboutnest/pensions-are-changing/auto-enrolment.html>

- Employee assistance programme - the successful candidate will be enrolled into our assistance programme on completion of probation. This gives access to a range of employee welfare, mental health and financial support. Including money towards specific private health treatments and access to a range of discounts
- Business travel: 55p per mile paid for business travel
- Financial contribution to activities that support your health and wellbeing – on completion of probation