JOB TITLE	REPORTS TO	PRIMARY LOCATION
Jobs First Development and Support Worker (M&B in Scotland – Edinburgh, Glasgow, Lothians)	**Jobs First Programme Co-Ordinator**	**Social Bite 1 Leith Walk, Edinburgh, EH6 8LN**

PURPOSE (Why the role exists)

To work alongside Programme Co-Ordinator to successfully deliver Social Bite's Jobs First Programme for people affected by homelessness. To support people in work. To build on an existing relationship with a leading hospitality partner building relationships across their portfolio of sites.

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

This role involves a considerable amount of travel across central belt in Scotland, comprising at least 80% of your working week (travel can be expected on a daily basis, on occasions). You will be expected to travel across Scotland and on occasions to other Social Bite's coffee shops, as necessary.

KEY OBJECTIVES

- To build positive relationships with people affected by homelessness that will lead to securing work opportunities with a leading hospitality partner.
- To build local level relationships with site managers to build brand awareness with the partnering employer. And provide support when required.
- To engage with external charities and build referral pathways for people affected by homelessness.
- To continue development of the Social Bite's profile in Scotland.

JOB CONTEXT

Jobs Frist Employee Support:

- To provide effective support to Jobs First employees:
    - To link with candidates prior and during recruitment process, including support pre and during interviews
    - To provide feedback to unsuccessful candidates and explore support options
    - To carry out initial assessment that will inform support planning
    - To carry out support meetings
    - To set up support plans and regular reviews
    - To facilitate Feedback Loop meetings
    - To have a case load of at least 10 people at a time

Employer Support

- To liaise with the Programme Co-Ordinator (Jobs First) to provide effective support to Jobs First employers:
    - To facilitate training sessions for unit managers
    - To assist with the recruitment process (to assist with job advertising, shortlisting process, setting up interviews)
    - To facilitate quarterly reviews with unit managers
    - To facilitate Feedback Loop meetings with the JF employee and the line manager
    - To respond to crisis situations and requests for assistance (this where travel element is crucial)

Partnership working:

- To liaise with the Programme Co-Ordinator (Jobs First) to build effective partnerships with leading hospitality partner
- To use own initiative to build relationships with charity organisations:
    - To establish referral pathways for people affected by homelessness
    - To generate referrals from organisations and self-referrals and maintain ongoing relationships
    - To generate local knowledge around charity partners, clubs, community organisations, health organisations etc. to provide additional resources to people you support

- To liaise with local government (housing), Department for Work & Pension (job centres) and National Health Service (GP, mental health support etc.)
- To facilitate information sessions about Jobs First Programme with various charities and directly with people affected by homelessness

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 participate in setting up safety plans for people that receive support and to write risks assessments as part of the support plan process, to conduct regular reviews and updates

Monitoring and evaluation:

- To work alongside Director of Social Impact and Programme Co-Ordinator (JF) on developing, improving, and implementing the monitoring system
- To oversee data collection related to Social Bite's Job's First Programme
- 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

- Awareness and/or understanding of trauma informed approaches and willingness to take part in training to develop and improve knowledge
- Minimum 1 years of extensive 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
- 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
- Membership in PVG scheme

Desirable

- Experience of working in homelessness sector
- Experience of working in employability sector
- Awareness & 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
- 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

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
- Ability to set and maintain boundaries and to challenge own unconscious bias
- Ability to address conflict and challenge perceptions (both external and internal)

RELATIONSHIPS

Internal -	Director of Social Impact, all Social Impact Team Members, Coffee Shop Staff and Central Production Unit Staff; Fundraising and Marketing Team
External -	People affected by homelessness and/or poverty, Charity Partners, leading hospitality partner