



JOB TITLE	REPORTS TO	PRIMARY LOCATION
Jobs First Development and Support Worker	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 with their employer and to build skills in personal life. To work on building partnerships with external employers and charity partners on safe and effective delivery of the programme. This role involves significant amount of travel.

KEY OBJECTIVES

- To support people affected by homelessness through the Jobs First programme by building positive relationships with individuals that will lead to securing work placements that are relevant to their skills and experience
- To engage with external employers to participate in the Jobs First Programme
- To engage with external charities and build referral pathways for people affected by homelessness

JOB CONTEXT

Staff Support:

- To provide effective support to Jobs First employees:
 - 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 provide assistance in developing people’s skills, their confidence and support with preparation for interviews and work
 - To accompany potential employees to job interviews
 - To support employees with induction process, depending on their needs

- To provide support with future planning and ad hoc support for people who exit the Jobs First programme

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 facilitate quarterly reviews with unit managers
 - To facilitate Feedback Loop meetings
 - To respond to crisis situations and requests for assistance
 - To participate in the recruitment process
 - To maintain on-going relationships with employers, which might include support in crisis situation etc.

Partnership working:

- To liaise with the Programme Co-Ordinator (Jobs First) to build effective partnerships with employers
- 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 facilitate information sessions about Jobs First Programme with various charities and directly with people affected by homelessness (include attendance at Social Bite Suppers)

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 Head of Service and Safeguarding 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

- Minimum 2 years of 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



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 -	Head of Service and Safeguarding, 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, External Employers