



JOB TITLE	REPORTS TO	PRIMARY LOCATION
<b>Jobs First Development and Support Worker (M&amp;B London)</b>	<b>Jobs First Programme Co-Ordinator</b>	<b>Social Bite 1 Leith Walk, Edinburgh, EH6 8LN</b>

## PURPOSE

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.

*This role involves a significant amount of travel.*

## 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.
- 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

**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

**Partnership working:**

- To liaise with the Programme Co-Ordinator (Jobs First) to build effective partnerships
- 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

**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 (Jobs First) on developing, improving, and implementing the monitoring system
- To oversee data collection related to Social Bite's Jobs 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 two years of experience in working with individuals with multiple/complex needs
- Experience of dealing with challenging behaviour; de-escalating and managing conflict 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 relationship building skills for developing effective internal relationships and partnerships with a range of charities
- Flexible and creative with a solution-focused approach
- Ability to manage a varied workload and prioritise to meet competing deadlines

## RELATIONSHIPS

<b>Internal -</b>	Head of Service and Safeguarding, all Social Impact Team Members, Fundraising and Marketing Team
<b>External -</b>	People affected by homelessness and/or poverty, Charity Partners, leading hospitality partner