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**North Edinburgh Support Services (NESSie)**

**Job Title: Development Support Worker**

**North Edinburgh Support Service (NESSie)**

**Responsible to: Managing Director, Fresh Start**

**NESSie consortium – North Edinburgh Arts, Move On, The Spartans Football Academy**

**Salary: £20,173-£24,108 (with opportunity to progress to £24,108-£26,096)**

**Main purpose of role:**

We are looking for four new Development Support Workers to create a new and innovative team to lead on an exciting consortium project with partners Fresh Start (FS), North Edinburgh Arts (NEA), Move On (MO), and Spartans Community Football Academy (SCFA). We are developing a new North Edinburgh Support Service (NESSie) to reach those most at risk of the long-term negative outcomes of poverty and disadvantage. The work will be led by a cross organisational team employed by and based within FS, NEA, MO, and SCFA. Each consortium member will host a worker but the team of four will work as a team to deliver the vision of NESSie.

The Consortium partners deliver a broad programme of activities and opportunities across North Edinburgh. These are funded, organised, and led by staff teams in each organisation. This new DSW team role will work across sectors and organisations to identify those most at risk, support them in develop their own support pathways, provide ongoing 1:1 support to implement their identified pathway including supporting them to engage with consortium led and other local opportunities on offer.

**Vision for NESSie:**

The NESSie project aims to create a “no wrong door” approach to people seeking support, advice, and access to services.

**The consortium:**

This consortium comprises Fresh Start (FS), Move On (MO), North Edinburgh Arts (NEA), Spartans Community Football Academy (SCFA). Aligned in ethos and values, the partners have a broad operational and strategic reach across North Edinburgh. Trusted relationships at CEO level combine with a passionate commitment to collaborative work. Partner contributions include:

* FS links with 100+ referrers provide essential household goods and services tackling immediate financial hardship. The Community Hub provides access for FS and partners to deliver services building community connections and reducing social isolation. FS addresses food poverty through a Community Pantry and contributing to a local and city-wide food strategy.
* MO provides mentoring and befriending support and access to volunteering and training at its Wood Recycling Social Enterprise. MO embeds person-centred, trauma-informed (working towards trauma-skilled) practice, supporting people with complex needs. MO’s expertise in training/facilitating 1:1 support is central to our model.
* NEA is the cultural centre of NWE and following a community asset transfer is developing an extended creative and community Hub. Offering access to a wide range of indoor and outdoor activities, NEA engages tens of volunteers weekly, tailoring support where most needed, hosting other organisations and enabling the most disadvantaged to get involved.
* SCFA runs a £5M sports facility as a social enterprise aiming to have a positive impact on social targets providing a ‘social home’ for people of all backgrounds and ages. SCFA runs a wide range of education, youth work, health and well-being programmes. Strong links with local primary schools will help with early identification of low-income families at risk.

**Main Duties & Tasks**

**Service development and design**

* The DSW team and the Governance team will work in collaboration to realise the vision of the North Edinburgh Support Service (NESSie).
* The DSW team will work collaboratively to coordinate the day-to-day management of NESSie services ensuring a high standard of professional support in line with all relevant regulations, policies and procedures.
* Consolidate and expand existing partner referral networks to include statutory services, third sector organisations and local informal contact points to ensure we reach those most in need. Including building close working relationships with other organisations, GP surgeries and Link Worker’s.
* Develop and design a referral pathway and promote to all partners.
* Develop 1:1 assessment protocols to ensure we can target the right support at the right time to those most in need.
* Develop the processes to implement person centred planning, provide a blend of 1:1 support and signposting to existing partner services. (This post includes a case load of 1:1 intensive support).
* Utilise partners existing service user involvement structures and develop NESSie focused service user involvement processes to guide service development, delivery, and evaluation.
* Development of appropriate monitoring and evaluation tools.

**Delivery, Monitoring and Evaluation**

* Build trusting relationships with all people accessing NESSie services.
* Support people through their identified pathway to access appropriate support and services as outlined in their assessment plans.
* Implement person centred 1-1 support based on building trusting relationships.
* In collaboration with the other DSWs, the Governance Team and the FS Community Researchers, extend an existing evaluation project to include NESSie.
* Monitor and evaluate service impact for individuals, and social impact with the tools and procedures developed.

**Communication**

* Input to regular DSW team meetings, Governance team meetings and partner team meetings.
* Coordinate inputs to external communications including but not exclusively articles for newsletters, posts for social media and ebulletins.
* Attend external meetings and deliver presentations on the NESSie project as appropriate.

**Volunteer Management**

* Ensure volunteer management processes comply with the consortium’s Volunteer Policy and the standards required for Fresh Start’s Investors in Volunteers status.
* Map the opportunities available and develop supportive processes which encourage service users to progress into open-ended volunteering roles.
* Co-ordinate the recruitment, training and support of a new Community Connector volunteering role which will provide light touch guidance and support to service users.
* Co-ordinate North Edinburgh volunteer recruitment campaigns, including giving presentations to local groups and organisations.
* Liaise with other departments within consortium to ensure all organisational volunteering needs are fully met.

## Miscellaneous

* Attend fundraising and other events organised by, or on behalf, of the consortium.
* Contribute to the consortium’s communications strategy. This includes producing articles for publications and electronic media, delivering presentations and attending events.
* Participate in the consortium’s supervision and appraisal system.
* Represent the consortium at external meetings as required.
* Attend host organisation’s team meetings, away days, training, and other forums as requested.
* Comply with the consortium’s company policies and procedures
* To undertake any other duties appropriate to the post as requested by the Managing Director.
* Commitment to continuous personal and professional development.

**Human Learning Systems**

[**https://www.humanlearning.systems/**](https://www.humanlearning.systems/)

NESSie will be part of the first Scottish cohort to work to the HLS model. HLS has these guiding principles:

1. Focusing on relationships between people creates better ways of working and better places to work.
2. Prioritising learning together over deliverology creates safe space for innovation.
3. Thinking in systems – understanding things as connected and interdependent – leads to better outcomes for all.

As part of being involved in NESSie you will be expected:

* In partnership with the Governance Team, develop ways to collate and share learning – among the DSW team, among the consortium, among the collective partnership in North Edinburgh – Response and Recovery Group.
* Top support the Governance Team with reports on learning that they can share to influence change at a strategic level in public sector organisations including Edinburgh Health and Social Care Partnership and City of Edinburgh Council.

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| **PERSON SPECIFICATION** | | | |
| **Factor** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | Full Driving licence | Educated to degree level or equivalent experience. | At interview sighting of driving licence and original qualifications |
| **Experience and Knowledge** | Experience of working in community development projects.  Experience of working with people in a person-centred manner.  Experience of co-ordinating volunteers.  Knowledge of Microsoft office package and good IT skills.  Experience of managing staff. | Experience of developing services.  Experience of delivering training to volunteers.  Experience of delivering services for vulnerable groups. | Application  Interview  References |
| **Skills, Qualities and Abilities** | Commitment to the aims and values of Fresh Start, North Edinburgh Arts, The Spartans Community Football Academy and Move On.  A willingness to be adaptable and flexible in a small team environment.  An ability to positively influence, motivate and enthuse others.  Ability to evaluate activities and produce reports.  Able to work independently and on own initiative.  Strong communication skills – verbal and written, including experience of giving presentations and facilitating group discussions.  An ability to communicate with a wide range of partners stakeholders – including clients, supporters and volunteers.  Effective networking abilities.  PVG Check | Ability to identify partnership working opportunities. | Application  Interview  References |

**Conditions**

* The consortium runs a contributory pension scheme, which staff are encouraged to join following successful completion of the probationary period. Employer contribution 6% and employee contribution 4%.
* The posts are based at Fresh Start 22-24 Ferry Road Drive, EH4 4BR, Move On 3 Broompark, EH5 0AP, SCFA 94 Pilton Drove, EH5 2HF, NEA, c/o West Pilton Neighbourhood Centre, 19 West Pilton Grove, EH4 4BY
* The post is for **37 hours per week**. A flexitime system operates, between 8.30 a.m. - 5.30 p.m., Monday - Thursday and 8.30 a.m. - 3.00 p.m. on Friday. There may occasionally evening and weekend work, for which time off in lieu is offered.
* The salary will be £20,174-£24,108.