Job Description

Key Worker, Social Bite Village

Cyrenians Communities

Full time (37 hours per week)

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are and support them towards where they want to be.

Our mission: To tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Compassion | Respect | Integrity | Innovation

Read more about us and our values here

1 General

About the service

Providing a home for up to 16 people affected by homelessness, the Village was founded by Social Bite who partnered with Cyrenians to provide the on-site housing support. Cyrenians pioneered community living almost 50 years ago and our model and values-led ethos is still relevant today.

The purpose of the village is to offer a person-centred approach that supports Community members to live, learn and develop together. Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities for personal development, with the key outcomes being:

- To significantly increase the ability of people to live more independently in the future including reducing and, where possible, ending dependency on housing support and welfare
- To increase the contribution people want to and can make to wider society through volunteering and, if possible, formal work experience, training and education
- To improve the ability of people to access community resources and networks such as libraries, GPs, social activities etc.

About the role

This role requires a highly motivated and dynamic individual who has experience of supporting individuals who have been directly affected by the tough realities of homelessness.

This role will provide keywork for up to 8 residents providing person-centred support, helping supporting individuals to identify key goals on a journey towards positive change and independent living. You will also supervise 2 residential volunteers. Usual working hours are Mon – Fri, 9am to 5pm, however occasionally you may be required to work out with these times depending on the needs of the service.

You will work as part of a skilled and motivated team supporting community members with a variety of needs and abilities, supporting them be ready to move on to more secure and permanent housing.

3 Tasks and Responsibilities

Provide Housing Support

- Use our Key Worker practice model approach to conduct a thorough assessment of each potential community member
- Ensure a full induction for new village members
- Provide regular support sessions to assess progress against planned milestones and goals, demonstrating distance travelled
- Ensure robust planning and support is in place for residents when they move on from the village
- Work closely with staff and volunteers to create a pleasing and supportive environment for all
- Support the Service Manager and Senior Key Worker to market the service to key providers towards achieving and retaining full occupancy

Champion the theory and operate to the required practice associated with the Community model

- Use a facilitative approach to support the life of the community including development and delivery of a well-being programme
- Support the development of additional activities and therapeutic interventions as funding and resource opportunities arise
- Ensure full involvement of all community members in the planning and running of community life. Maintaining a schedule of regular meetings and/or planning sessions to achieve this.
- Link with staff within Social Bite to ensure there are opportunities for volunteering, training and work experience for residents
- Work with the Service Manager and Senior Key Workers to assess and manage the risks associated with behaviour that challenges. Respond positively to any issues to support residents to maintain their tenancy

- Encourage Community members to participate fully in village decisions

Enabling Participation

- You will actively support the delivery, evaluation and development of a Well Being Programme that provides an environment for residents to learn independent living skills such as cooking, money management, lifestyle balance and more.
- You will encourage community members to participate in community life and to make their voices heard in key decisions about the Village.
- You will work with residents to develop informal social and recreational activities that will enhance village life and well-being.
- Support residents to keep to new commitments such as volunteering, learning, and training

Volunteer Management

- Support the Senior Key Worker and colleagues to develop a team of volunteers to support and enhance community life
- Identify roles and follow a recruitment, training and retention strategy
- Offer support and supervision to volunteers as appropriate

Knowledge

- Maintain a generalist knowledge of the welfare system
- Keep up-to-date on policy in housing support
- Attend relevant networking meetings, conferences and events
- Engage with a system of knowledge exchange within the team to ensure best practice

Monitoring and Evaluation

- Participate in learning/training associated with monitoring and evaluation
- Ensure Cyrenians reporting systems are maintained
- Regularly monitor and report on activity in line with the charity's systems

Participate in Cyrenians annual planning cycle towards continuous improvement

- Contribute to the service planning process
- Work within service policies and procedures, ensuring best practice
- Contribute to the development of new activities

Other

- Participate in service team/planning meetings and reviews.
- Maintain individual work plan which is consistent with overall service plans.
- Participate in annual performance review and regular supervision sessions.

- Complete mandatory compliance training (Health & safety, GDPR, etc) and undertake further training appropriate to the project's needs.

On Call

You will also be required to take part in an out of hours on-call rota system for which a separate payment will be made. On call hours are from 5pm to 9am, 7 days a week. You will not be on call for more than one week in four.

Practical considerations

The role is based at the Social Bite Village in Granton, 10 mins from the closest bus stop, and has onsite parking available.
The role is based on site for all hours, with occasional off-site activities arranged in advance.
The office is located in the Hub, a single-story building. This also houses a communal space for residents with access to a lounge and kitchen.
Residents' accommodation are individual units based across the site.

- More details and a virtual tour of the site can be viewed here

4 Person Specification

Skills and Experience	
Proven experience working with individuals experiencing mental health challenges and/or homelessness in both one-to-one and group settings	Essential
Proven experience delivering person-centred support	Essential
Strong interpersonal and group facilitation skills	Essential
Knowledge of issues that lead to or affect homelessness	Essential
Ability to liaise with referring organisations, network with professionals, and work collaboratively.	Essential
Experience using IT and organisational systems to monitor progress and demonstrate impact	Essential
Qualifications and training	
SVQ level 3 or above, or an equivalent qualification. We will consider applicants currently working to (or willing to) achieve this qualification.	Essential
Values and attributes	
Passionate about enabling individuals to overcome problems and reach their potential	Essential
Commitment to quality service delivery, following policies, procedures, and best practices.	Essential
Calm, positive and proactive in dealing with difficult situations including crisis and conflict	Essential

5 Terms & Conditions

Employer	Cyrenians
Line Manager	Senior Key Worker
Workplace	Granton, Edinburgh
Working Hours	Full time (37 hours per week) Hours worked will be between 9am – 5pm, Mon to Fri.
Annual Leave	28 days plus 10 public holidays pro rata
Salary	£27,022 - £28,744 per annum. Scale points 20 to 24.
Pension	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme paid through salary exchange – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
Disclosure	PVG scheme membership for Adults is required
SSSC registration	Applicants must register with the SSSC within 3 months of starting in the role.

6 Application deadline and Interview dates

Recruitment for this role is open, i.e. there is no set closing date.

We will review applications as they are received and arrange to meet with candidates that we wish to take forward (usually within 10 days of receipt). This vacancy opened on 16/11/2026 and will be closed once we have appointed.

Please refer to the Application form (Section A) for further information on completing and submitting your application form.