

Catalyst Vineyard and Bethany Christian Trust**JOB DESCRIPTION****– Pioneer & Intervention Worker, Aberdeen****1 JOB DETAILS**

Job Title	Pioneer and Intervention Worker- Aberdeen		Line Manager	National Outreach Manager	
Grade Level	3	Spine Pt Range	17-19	Full time Salary Range	£26,930-£27,962
Section/Unit	National Outreach Team		Directorate	Crisis Intervention	
Location	The Bridge Centre, N Balnagask Road, And Catalyst Vineyard, Various				
Hours	15 hours per week		FTE	0.4	
OR	Required to have a genuine and active Christian faith and commitment				

2 JOB PURPOSE

This post represents a partnership between Bethany Christian Trust and Catalyst Vineyard. Along with Bethany Christian Trust's National Outreach Manager and Catalyst Vineyard's Transform Team you will continue to pioneer and oversee a new service in Aberdeen and the Shire. The service will respond to the expressed needs of homeless and vulnerable people who may be attending the Open Door service, the Pantry, Lifestyle or in other locations as is appropriate. Through building relationship face to face you will be available to help intervene in crisis situation and help people work towards their goals.

3 MAIN RESPONSIBILITIES

	Approx. of time
● Network with agencies across Aberdeen and Aberdeenshire to increase the services available to those in Open Doors drop-ins.	15%
● To work alongside volunteers at various sites to help identify and meet immediate need and reduce suffering of attendees.	25%
● Support individuals on a one-to-one basis, with tasks such as benefits applications, homelessness assistance and liaise with other agencies and find solutions for people attending each session.	25%
● Support individuals off site to appointments	10%
● Train volunteers to support with the additional layer of support that the Intervention Worker provides	10%
● Respond to any issues and complaints about the service in accordance with Bethany's policies and practices, ensuring that detailed records are kept in line with GDPR guidelines.	5%
● Keep accurate reports and statistics of case load, in order to facilitate the smooth running of the service and enable monitoring, evaluation and fundraising to take place.	10%

4 PLANNING AND ORGANISING

- Plan a diary of your time to cover as many as the sites and Open Doors as practicable in the limited time available.
- To organise and deliver training events for volunteers and team leaders.
- To plan meetings to ensure excellent working relationships with participating agencies and organisations.
- Independent working across multiple sites.

5 PROBLEM SOLVING

- Work in difficult situations to find the best solutions for attendees.

6 DECISION MAKING

- Work out when and where is the best use of your hours in the projects available through Transform.
- Ability to make decisions about the day-to-day running of the project.
- Attending Catalyst Vineyard team events as and when time allows.

7 KEY CONTACTS AND RELATIONSHIPS

- National Outreach Manager, Bethany Christian Trust.
- Director of Crisis Intervention, Bethany Christian Trust.
- BCT Homelessness Prevention and Housing & Support services in Aberdeen
- Open Doors volunteers and staff.
- Transform and Catalyst Vineyard Staff.
- Network with all stakeholders including statutory bodies and local charities who work with homeless and vulnerable people in order to publicise the service and to facilitate ongoing support of service users.

8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB

The essential qualifications and characteristics that will be required of the person undertaking the role are:

- A genuine desire to work with homeless and vulnerable people in order to support them to make lasting change in their lives.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills.
- Competent in Microsoft Office including Excel and Word. Knowledge of iTrent would be advantageous.
- Ability to be highly organised and to keep accurate records.
- Experience of delivering group training and adapting training as necessary to suit the requirements of the group.
- Ability to network effectively with a wide range of groups and individuals.
- Experience of presenting to a wide variety of audiences, using tools such as PowerPoint.
- A full driving licence.
- A basic Food Hygiene Certificate is required for this role, although training can be provided if necessary.
- Ability to be self-motivated and to work on own initiative.
- Experience of working with volunteers in a management/team leader capacity.

9 DIMENSIONS

- There will be a caseload of one off and multiple attending service users.
- The project will be pioneered across the Catalyst Vineyard sites.

10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

The post holder is required to have an active Christian faith on the basis of the following:

- *The significance of the level of influence the post holder will have over the values and ethos of the organisation through decision making and management of the business;*
- *The face to face contact the post holder will have with service users in facilitating their increasing independence through physical, emotional and spiritual support;*

The post-holder is required to participate in and occasionally lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany's Vision of working with vulnerable people as an expression of Christian love in action.

Bethany Christian Trust is committed to relieving the suffering and meeting the long terms needs of homeless and vulnerable people. We expect our employees to exercise compassion, empathy and respect for all the people who access our services.

11 CREATION AND REVISION

Created	Feb 2024
For Review	Feb 2025
Reviewed	September 2025