



Role: Project Support Worker

Employed by: The Ridge SCIO

Reports to: Support Service Manager

Contract Type:

Fixed Term, Part-Time, 21 hours per week

The post holder may be required to work occasional weekends and attend all staff meetings (TOIL will be arranged if these fall on non work days).

Salary:

Pro-Rata £26,384.53

Benefits:

6.6 weeks annual leave including 8 days public holidays

Option to join NEST Pension Scheme

Access to Health Assured Employee Assistance Programme

Bike2Work Salary Sacrifice Scheme

Charity Worker Retail Discounts

Requirements:

Ability to work independently.

Friendly, approachable, and empathetic towards clients.

Understanding of and commitment to the social aims and objectives of The Ridge.

Membership of the PVG Scheme as this post includes regulated work with vulnerable adults.

Purpose of role and main duties:

This post is responsible for assisting the Support Service Manager and wider team in delivering support, and outreach services. The role is focused on helping clients access the full range of support provided by the Ridge support service, supporting individuals within volunteering roles and also supporting activities in the community garden and outreach programs in surrounding villages.

The main duties of the postholder include (but are not limited to) the following:

- To carry out client referral procedures and processing including crisis referrals
- To undertake outreach referral support in coastal and rural settlements and villages around Dunbar
- To document clients' journeys using support team systems and monitoring tools
- To support individual clients to access volunteer positions

- To provide other support related work as required by the Support Service Manager and The Ridge
- To work with colleagues across The Ridge to deliver joint projects and services for the community.
- To provide practical support in the community garden
- To collate evidence based on referral, client activity and client outcomes.
- To submit reports requested by the Support Service Manager
- To complete tasks in timescales as specified by the Support Service Manager
- To carry out admin and filing as required
- To provide services in accordance with the Ridge SCIO policies and procedures
- To be well informed about The Ridge and The Ridge Foundation, and to be mindful of your role as an ambassador for the organisation.
- To represent The Ridge with external partners as required by the Support Team Manager

The postholder is also responsible for client contact and reporting, and as such submit reports and complete tasks within timescales specified by the Support Service Manager.

Person Specification

The successful candidate will have the following experience/skills/knowledge:

Empathy and the ability to build relationships with people from diverse backgrounds	Essential
Excellent communication skills, both verbal and written	Essential
Patience and resilience	Essential
Excellent organisational skills and attention to detail	Essential
The ability to work independently and as part of a team	Essential
Flexibility and adaptability	Essential
An understanding of mental health issues, disabilities and other complex needs	Essential
A commitment to providing high-quality care	Essential
Excellent time management	Essential
Digital literacy	Essential
Experience using Office 365 and Google Workspace	Desirable

Have an understanding of and commitment to the social aims and objectives of The Ridge	Essential
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Background

In Dunbar and the surrounding villages it can be especially hard to find jobs, and to access support and training. We are 30 miles away from Edinburgh and the cost of public transport makes working and training in Edinburgh and its outskirts prohibitively expensive.

The problems faced by the more vulnerable members of our community whether it be substance abuse, mental health issues, or issues arising from poverty are all exacerbated by Dunbar's poor public transport system. The Ridge aims to provide local, effective, personalised and holistic support for local people to help them move beyond dependency towards contribution and fulfilment.

Across the Ridge, we aim to create jobs and training opportunities, primarily in Dunbar. We value our local heritage, in terms of both the natural and the built environment, and want to make sure that the current and future generations are able to appreciate and care for it.

We want to:

- provide training and support to help people find gainful employment locally
- develop a range of practical supports to allow more vulnerable members of our community to overcome barriers in accessing training and necessary interventions, to facilitate the fulfilment of their potential.
- provide training and support to give individuals the knowledge and skills to cook healthy food from scratch for themselves and their families, with a limited budget
- protect our local environmental heritage by creating a training garden within the historic Backlands site, respecting its historic significance, whilst also developing local skills and knowledge around gardening
- protect our local built heritage by creating a base of skills and knowledge to carry out restoration and
- maintenance of historic buildings.
- develop business uses for restored buildings, to create jobs and to provide income to make our projects sustainable
- promote and make available the personal health and well-being benefits of gardening stimulate our local economy by improving Dunbar town centre as a tourist attraction, as well as an attractive place for local people to live, work and shop

The Ridge is a Scottish Incorporated Charitable Organisation, with a wholly-owned trading subsidiary, the Ridge Foundations Community Interest Company. To find out more about the Ridge, visit our website www.the-ridge.org.uk

Date last updated: 30 October 2025