



East Ayrshire Churches
Homelessness Action (EACHa)
9-19 John Dickie Street
Kilmarnock
East Ayrshire
KA1 1HW

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info@eacharecovery.org
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Job Title	Hub Support Worker
Location	Kilmarnock Based
Hours	35
Salary	£26,000
Funding Length	2 Years (Extension Subject to Continuation Funding)
Reporting To	Hub Manager

Organisation Overview

East Ayrshire Churches Homelessness Action (EACHa) is an ecumenical and registered Scottish charity of over 20 years dedicated to tackling homelessness, poverty, addiction, and social exclusion. Rooted in values of compassion, dignity, inclusion, and justice, we unite churches, faith groups, community members, professionals and those with lived and living experience in a shared mission - to support those facing complex life challenges.

We are currently delivering a pioneering One Stop Shop model in the heart of Kilmarnock — a holistic, trauma-informed service hub that integrates recovery, crisis response, harm reduction, peer support, digital inclusion, and access to practical essentials, all under one welcoming roof. Our model removes traditional barriers to support by creating a space where individuals can drop in, be heard without judgment, and receive the care, connection, and consistency they need to begin or sustain their recovery journey.

This approach recognises that no single service can meet every need in isolation. By blending professional expertise with lived experience and co-produced solutions, our One Stop Shop brings together people, services, and opportunities in a way that is truly person-led. It is a bold reimagining of how recovery, inclusion, and community resilience can be built from the ground up.

Through partnership, innovation, and a firm belief in the potential of every individual, EACHa is working to create a more connected, compassionate society where everyone has the opportunity to recover, rebuild, and thrive.

*EACH Recovery Matters is part of East Ayrshire Churches Homelessness Action (SCIO) a charity registered in Scotland.
Registered Number: SC052257.*

Registered office: 49 John Finnie Street, Kilmarnock, East Ayrshire, KA1 1BL

Role Overview

The Hub Support Worker will play a vital frontline role within our One Stop Shop, supporting individuals who attend our recovery hub to stabilise, build trust, and take positive steps in their recovery journey. This role is especially suited to someone with lived experience of recovery who can create a safe, welcoming space where people feel heard, valued, and encouraged to engage.

Using lived or professional experience as a foundation, the postholder will offer non-judgmental, person-centred support to individuals affected by substance use, mental health issues, homelessness, and poverty. They will build strong relationships with those who may be hesitant or ambivalent about engaging in services, supporting their transition into the wider East Ayrshire Recovery Network and RADAR (Rapid Access to Drug and Alcohol Recovery).

A key aspect of this role involves planning, facilitating, and co-delivering structured groups and workshops that support personal development, mental wellbeing, harm reduction, and social connection. The Hub Support Worker will play a central part in making the hub a vibrant, inclusive space where individuals are encouraged to develop confidence, skills, and connection.

Working as part of a multi-disciplinary team, the Hub Support Worker will help individuals access wider support within EACHa and beyond, contributing to a compassionate, recovery-oriented system of care across East Ayrshire.

Key Responsibilities

Frontline Hub Support

- Welcome individuals into the hub and provide trauma-informed, person-centred support in a calm and non-judgmental manner
- Support attendees in accessing food, clothing, and essentials as needed, while promoting dignity and empowerment
- Respond to distress, emotional needs, and practical barriers sensitively, making onward referrals or escalating where appropriate

Recovery & Group Facilitation

- Co-facilitate structured and informal recovery groups, creative sessions, and peer-led workshops
- Encourage attendance and participation in hub activities and build motivation for continued engagement
- Support individuals to access the RADAR (Rapid Access to Drug and Alcohol Recovery) pathway and other recovery programmes

Engagement & Inclusion

- Help individuals new to the service feel welcome and supported to take part
- Signpost to other services available within and beyond EACHa, including housing, benefits, mental health, and addiction services

- Assist in identifying barriers to engagement and co-develop solutions with service users and staff

Collaboration & Monitoring

- Work closely with the wider EACHa team and external partners to ensure joined-up, holistic support
- Contribute to service planning, activity development, and evaluation through regular feedback and updates
- Maintain accurate records of group attendance, engagement, and participant progress

Essential Criteria

Must be a minimum of 12 months clear of problematic alcohol use and/or illicit or non-prescribed drug use

Knowledge of Scotland's Medication-Assisted Treatment (MAT) Standards and commitment to the principles of the Charter of Rights

Experience supporting others in their recovery, either formally or informally

Understanding of trauma, stigma, and the barriers people face when engaging with services

Ability to work flexibly and independently in community-based and outreach settings

Strong interpersonal skills and the ability to build trust quickly

Commitment to recovery, inclusion, and equality

PVG Scheme membership and satisfactory disclosure

Flexibility to work occasional evenings/weekends as needed

Desirable Criteria

Experience of community development, peer mentoring, or outreach work

Understanding of the RADAR model and East Ayrshire recovery networks

Familiarity with harm reduction approaches, including Naloxone

Ability to co-facilitate recovery activities or peer support groups

Confident using basic digital tools for recording and communication

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Relevant training or qualifications (e.g. SVQ 3 Health and Social Care, or working towards, etc.)

Full driving licence and access to transport

Opportunities & Impact

As a Hub Support Worker, you'll be a consistent and compassionate presence for people at all stages of their recovery journey. Working at the heart of our One Stop Shop, you'll help break down barriers to support, build trust through shared experience, and connect individuals to services that can change — and often save — lives.

You'll play a key role in shaping a more inclusive, peer-led recovery movement by inspiring others through your own journey, facilitating meaningful group activities, and offering a welcoming space where everyone feels seen and valued. This is a chance to make a daily difference while helping drive long-term change across the wider recovery system in East Ayrshire.

How To Apply

Download the application form here: <https://eacharecovery.org/application-form/>

Completed applications must be submitted to: info@eacharecovery.org

Application deadline: 16th July 2025

CVs will not be accepted