

JOB TITLE:	Foodbank Adviser (Foodbank Advice Project)
SALARY:	£29,000 - £31,000 per annum depending on skills and experience
HOURS:	25.5 hours per week (3.5 days). Normal working hours 9.30 – 17.30 excluding lunch break, we welcome flexible working requests.
RESPONSIBLE TO:	Head of Projects
RESPONSIBLE FOR:	Volunteers
PLACE OF WORK:	The post holder will work primarily at Wandsworth Foodbank venues and from CA Wandsworth offices, but may be required to work anywhere in CA Wandsworth

Role purpose

To provide:

1. High quality generalist (with a particular focus on welfare benefits) advice, casework and budgeting support for clients referred by Wandsworth Foodbank.
2. Support for Wandsworth Foodbank volunteers at Foodbank sessions to enable them to provide appropriate information and triage assessment.
3. Monitor project progress, produce project reports and liaise with the funder and evaluator.
4. Identification of and action on policy, research and campaign issues arising from the Foodbank Advice Project in particular

Context of role

Our current project is in its fifth year, and this post is a new addition to this successful and impactful Foodbank and Citizens Advice Wandsworth (CAW) collaboration. Under this project CAW works in partnership with Wandsworth Foodbank to tackle underlying causes of food poverty by providing advice, casework and budgeting support for Foodbank users. Our adviser provides intensive support, and makes a real difference to the lives of foodbank users – often successfully reducing their need for Foodbank support. However, she is unable to meet increasing demand, and in response the Foodbank have successfully applied for additional funding for this new post.

This post-holder will support foodbank volunteers to identify welfare issues, and provide appropriate information, signposting and referral to foodbank users. A key referral pathway will be to the post-holder themselves. The post-holder will provide generalist advice and casework (most often in welfare benefits) for clients referred by these Foodbank colleagues. We may appoint at a lower salary initially and expect the post holder to learn and develop in order to take on these duties and be awarded a higher salary within the range at a later date.

Advice and casework

- Ensure that all casework conforms to Quality standards.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to CAW's systems and procedures.

Project Management

- Develop, manage, monitor and implement the Foodbank project plan in consultation with the funder, colleagues and project partners.
- Gather statistics and feedback in order to monitor and evaluate the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes and providing reports as required to the steering group, funders, and partners.
- Produce reports and monitoring information about the service for the funder/commissioner and management.

Research & Campaigns

- Have responsibility for tracking and reporting on research and campaign issues. Assist with policy work by providing information about clients' circumstances.
- Gather and provide as necessary information about clients' circumstances, case studies and statistical information on the number of clients and nature of cases where is an issue.
- Monitor service provision to ensure that it reaches the widest possible client group.

Professional development

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

- Be alert to funding opportunities and contribute to funding bids and proposals.
- Demonstrate commitment to the aims and policies of the CA service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

Essential

1. The ability to commit to, and work within, the aims, principles and policies of the CA foodbank service and CA Wandsworth.*
2. Understanding of what a high quality advice service, which makes a difference to outcomes for clients, looks and feels like.
3. Experience of providing a generalist advice service.
4. Knowledge, experience of, and demonstrable ability to provide good quality advice and casework.
5. Excellent communication and people skills, including the ability to make people experiencing multiple difficulties and high levels of stress feel safe and listened to (and therefore more able to access and implement advice).
6. Ability to prioritise own work, meet deadlines and manage caseload.
7. Ability to use IT in the provision of advice and the preparation of reports and submissions.
8. Ability and willingness to work as part of a team.
9. Commitment to reflective performance and continuing professional development.
10. Ability to manage a project and produce data and reports for the funder and other stakeholders
11. Understanding of the need to monitor the experience of clients, and the difference our services make, in order to secure funding and deliver effective policy, research and campaign activities.

Desirable

12. Experience of volunteer training and support.
13. Experience of project management, monitoring and reporting to a funder
14. Understanding of poverty's causes and effects.

* For more information see:

<http://www.citizensadvice.org.uk/index/aboutus.htm> and
<https://www.cawandsworth.org/about-us/>