

JOB TITLE:	Adviser (Foodbank Advice Project)
SALARY:	£29,290 - £31,000 per annum pro rata + 8.5% pension contribution (after satisfactory completion of your probation period)
HOURS:	24.5 hours per week (3.5 days). Normal working hours 09.30 – 17.30 excluding lunch break. Open to job share/ part time applicants.
CONTRACT TYPE:	Fixed-term 12 months
RESPONSIBLE TO:	Service Manager (Battersea Library)
RESPONSIBLE FOR:	Volunteers
LOCATION:	Based at our office in Battersea Library or Roehampton, with flexible home-working options and significant outreach at Foodbank venues across Wandsworth when possible. The post-holder may be required to work anywhere in Wandsworth.

BACKGROUND

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

Citizens Advice Wandsworth, one of the local Citizens Advice members, is a thriving advice organisation that provides information, advice and casework support to local residents. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources including trusts and foundations, central government and the local Clinical Commissioning Group.

Citizens Advice Wandsworth and Wandsworth Foodbank have implemented a successful partnership to provide advice and casework support to Foodbank guests for over five years. This impactful project tackles underlying causes of poverty and food insecurity by providing advice, casework and budgeting support for Foodbank users. We currently have two advisers who provide intensive support, and make a real difference to the lives of people who have used the Foodbank – often successfully reducing their need for Foodbank support. Groups most likely to need to use a food bank are people with disabilities and long-term health conditions; lone parents; and single men. Wandsworth Foodbank research shows that poorer mental health is consistently the most common impact of poverty and food insecurity cited by people referred to us, and by referrers. Delivering advice in a kind and compassionate way means that many of these people can access help for the first time.

The Covid-19 pandemic has resulted in a huge increase in local people needing to use the Foodbank, and referrals to our advisers have also increased significantly. To help meet this demand, the Foodbank has successfully applied for additional funding for this new post.

PURPOSE OF POST

This post-holder will support Foodbank volunteers to identify welfare issues, and provide appropriate information, signposting and referrals to people who have been referred to the Food. 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 Foodbank colleagues.

The purpose of this post is to:

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

We have a similar role available in our new DSF helpline service. If you're interested in both roles, you only need to apply for one, but please mention this in your application.

PRINCIPAL TASKS AND RESPONSIBILITIES

Advice and casework

- Ensure that all casework conforms to the Citizens Advice 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 our 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 Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

PERSON SPECIFICATION

Essential

1. Ability to commit to and work within, [the aims, principles and policies of the Citizens Advice service](#) and [the vision of Citizens Advice 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. Understanding of the complex needs of our clients (including people who use a Foodbank) and ability to empathise
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. Good interpersonal and communication skills, verbally and in writing. Proven ability to build relationships with clients, volunteers, staff and partners.
10. Commitment to reflective performance and continuing professional development.
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.

We want to build a collaborative 'one-team' culture where staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our services - depending on the needs of clients and colleagues. We are therefore keen to recruit people with a flexible approach and are interested in additional skills/experience that candidates may bring. Please let us know if you have experience of the following:

- advice casework
- quality assurance
- project management
- training
- fundraising.