



## Foodbank Adviser

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| <b>Job Title:</b>     | <b>Foodbank Adviser</b>  |
| <b>Reporting to:</b>  | <b>Advice Service Manager</b>  |
| <b>Salary:</b>        | <b>FTE £24,000</b>   |
| <b>Contract:</b>      | <b>Fixed term contract until April 2024 with expectation of continued funding until April 2026</b> |
| <b>Hours of work:</b> | <b>15 hours per week</b>   |

Location: Hart district. Fleet office / Hart Foodbank / home. Flexibility around the location of work will be required, but it is expected that you will be within a commutable distance of the advertised role location.

This is a role fully funded by the Hart Foodbank following receipt of a grant from Trussell Trust and will be working exclusively with clients referred from the Hart Foodbank.

### Role Summary

- Working with Hart Foodbank to address the causes of financial crisis
- Connect people to the right people at the right time
- Prevent an individual from needing foodbank support on an ongoing basis

To develop a holistic, targeted advice service to foodbank clients within the Hart district.

To deliver a good quality advice service to clients, with due regard to the aims, policies and procedures of the foodbanks and Citizens Advice service, working within a client-focussed and responsive team. Providing signposting, triage, specific support and specialist advice, or referring to others within the service as required by individual knowledge and caseload.

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who are vulnerable and distressed and you will have proven skills in working in a busy environment.

You will be a highly motivated and strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy skills sufficient to compile accurate financial statements and calculate benefits and have effective oral and written communication skills for the purposes of negotiation and reporting.

Complete training as a Citizens Advice Assessor (if not previously completed).

- Attend learning events, team meetings and team briefings
- Carry out learning activities in line with Continuing Professional Development requirements for advisers
- Keep up to date with legislation, case law, policies and procedures relating to advice
- Identify and develop your own learning opportunities

### **Working with Clients**

- Deliver advice through face to face, telephone appointments, email, letters and other appropriate channels
- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to address their problems.
- Use the Citizens Advice Information System to find, interpret and communicate the relevant information
- Research and explore options and implications so that clients can make informed decisions.
- Complete benefit checks and better-off calculations.
- Act for the client where necessary by calculating, negotiating, drafting, or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to Quality Standards.
- Accurately input case records in the Case Management system for the purpose of continuity of casework, information retrieval, and monthly reporting of statistical data in formats required by both CA and the Hart Foodbank for passing on to Trussell Trust
- Measure outcomes on Casebook in line with project agreed on objectives.
- Provide clients with an Action Plan to record the agreed action(s) to be undertaken by the advice worker, volunteer, or the client (if required)  
ALTERNATIVE: Agree on an Action Plan with specified actions to be undertaken by the advice worker, volunteer, or the client as appropriate.
- Manage and deliver the caseload in a manner that complies with Citizens Advice auditing standards.

### **Research and Campaigns**

- Identify and highlight campaigning issues of direct relevance to the client group working with CA Hart research and campaigns team
- Participating in projects to deal with local issues as required

### **Contribute to the team**

- Contribute to the efficient working of the team in delivering against the project delivery requirements
- Work with nominated assessors to build the confidence of Hart foodbank clients in the service available from CA Hart
- Engage with team members, sharing knowledge and good practice and supporting each other to problem solve.

### **Management information**

- Set up and maintain casework and other admin systems as required
- Maintain client records to required standards on the organisation's management information system
- Ensure clients are encouraged to provide feedback on the service they received.
- Share with management and team for continuous development of service delivery

### **Stakeholder engagement**

- Develop strong partnership and partnership with the Hart foodbank(s)
- Cultivate good working relationships with statutory and voluntary agencies

### **Quality**

- Continually meet the requirements of the project's Quality Framework and engage with quality supervision and support

### **Equality and diversity**

- Ensure that work undertaken reflects and supports the services Equality and Diversity Strategy

### **IT proficiency**

- Develop and maintain Information Technology proficiency to support your work requirements.

### **Other**

- Participate in research and campaign work, as organised within the organisation and at regional and national levels by raising evidence forms
- Comply with all the organisation's published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Homeworking policies and Equal Opportunities
- Uphold the aims and principles of the organisation

- Undertake any other duties as might be reasonably required within the scope of the role

## **Person specification**

### **Essential**

1. The ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
2. Certificate of Generalist Advice work, or equivalent qualification or equivalent level of experience and skill.
3. Recent experience of delivering generalist advice on a variety of topics, including benefits, debt, housing and employment advice.
4. Sensitive listening and questioning skills to understand the needs of others and maintain a professional non-judgemental attitude.
5. A “can-do” attitude and ability to help and encourage others in a positive manner, to engage clients into accessing services from Citizens Advice.
6. Proven ability to engage with service users/clients, including challenging clients and clients in vulnerable situations, in a positive manner enabling full exploration of their situation.
7. Ability to work on own initiative, prioritise work, respond to urgent situations, meet deadlines and deliver results.
8. Ability to deal tactfully and effectively with internal and external stakeholders, to cultivate relationships with the foodbank(s) and others.
9. Ability to work as part of a team, delivering supportive team working and working in partnership with volunteers and the local foodbank(s)

### **Desirable**

- Appreciation of the local community and social challenges for local residents and their implications for clients and service provision.

Please apply on our website or contact Sam Mabbott [ceo@citizensadvicehart.org.uk](mailto:ceo@citizensadvicehart.org.uk)

Closing date for applications: Monday 30 October 2023

Shortlisted applicants will be invited for an interview.