



Foodbank Adviser

Job pack

Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Young by emailing c.young@arunchichestercab.org.uk or calling 01243 866233

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



Overview of the Citizens Advice service

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

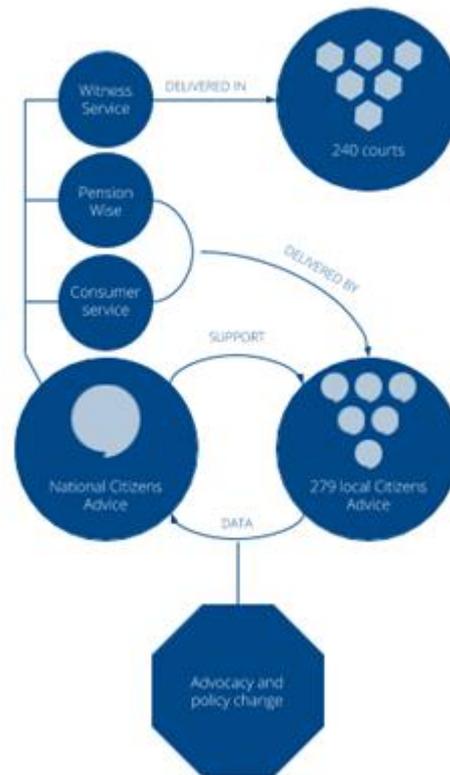
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



The role

Arun & Chichester Citizens Advice are working with Bognor Foodbank to deliver an advice service to people accessing emergency food provisions.

This new post will focus on income maximisation, including benefit checks, budgeting and debt management but will also include topics such as housing and employment, as well as assisting with benefit appeals and accessing grants. The service aims to reduce reliance on emergency support and seeks to improve longer-term financial capability skills.

You will be a highly motivated 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.

The service must be delivered during the Foodbank opening times but all other hours are flexible. Subsequent client contact may be at the local Citizens Advice office or undertaken remotely. Home working is possible for casework.

This is a new service which we believe can have a great impact on the local community so it's important the adviser communicates well with both the Foodbank and their line manager to raise any issues and be proactive in their approach.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce



Role profile

1.

Job Title:	Foodbank Adviser
Reporting to:	Projects Manager
Hours of work	22.5 hours per week to include Foodbank opening times (currently Tuesday and Friday 10.30am-2.30pm)

Location:	Bognor Foodbank When the Foodbank is not open, you can be based in our office or from home, depending on client needs.	Travel: Bognor Foodbank is walking distance to our office and bus and train routes are nearby.
Role purpose:	To deliver a good quality income maximisation advice service to clients, with due regard to the aims, policies and procedures of the organisation and service, working within a client focussed and responsive team.	

Training	<p>To attend and successfully complete debt advice training to advice level followed by specialist training (to casework and court representation level).</p> <p>Attend learning events and carry out learning activities in line with Continuing Professional Development requirements</p> <p>Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training; including reading relevant publications</p> <p>To identify and develop your own learning opportunities</p>
Working with Clients	<p>Once trained, be supported to provide a full range of casework:</p> <ul style="list-style-type: none"> ● Sensitively explore the client’s situation, including household and financial circumstances and details of debts ● Identify areas where clients could maximise income or minimise expenditure, such as benefit claims, and offer support or signpost/refer to other agencies where appropriate ● Provide information and advice to empower clients to act on their own behalf, including signposting to other

	<p>agencies where appropriate</p> <ul style="list-style-type: none"> • Explore options and implications to enable the client to make informed decisions • Provide full casework to the client where necessary, identifying the issue through to its resolution • Provide the advice and/or casework through a mixture of channels
Contribute to team	<p>Contribute to the efficient working of the team in delivering against the project delivery requirements</p> <p>Engage with team members and partners, sharing knowledge and good practice and supporting each other to problem solve</p> <p>Attend and participate in local team meetings, partner meetings and team training sessions</p>
Management Information	<p>Set up and maintain casework and other admin systems as required</p> <p>Maintain client records to required standards on the organisation's management information system</p> <p>Ensure clients are encouraged to feedback on the service they received. Share with management and team for continuous development of service delivery</p>
Quality	<p>Continually meet the requirements of the project's Quality Framework and engage with Quality supervision and support services</p>
Equality and Diversity	<p>Ensure that work undertaken reflects and supports the service's Equality and Diversity Strategy</p>
IT Proficiency	<p>Develop and maintain Information Technology proficiency to support your work requirements</p>
Other	<p>Participate in research & campaigns work, as organised within the organisation and at regional or national level by raising evidence forms, providing case studies etc</p> <p>Comply with all the organisation's published policies and</p>

	<p>procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.</p> <p>Uphold the aims and principles of the organisation Undertake any other duties as might be reasonably required within the scope of the role.</p>
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Person specification

Essential

1. An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities
2. The ability to prioritise tasks and work to deadlines using own initiative
3. The ability to communicate effectively, both orally and in writing with a range of people and organisations
4. Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
5. Ability to use IT for statistical recording, record keeping and document production
6. The ability to work effectively and collaboratively as part of a team and work without close supervision
7. Ability and willingness to follow agreed procedures
8. Ability to work in a sensitive, enabling and non-judgemental way with people from a wide range of backgrounds
9. Ability to maintain confidentiality and appropriate professional boundaries
10. Understanding of and commitment to the aims and principles of the Citizens Advice service.

What we give our staff

- Workplace pension available
- Employee Assistance Programme
- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community