



North Cotswolds Foodbank Adviser

Referrals to the Foodbank in the North Cotswold area have increased over the last few years. However, it is extremely difficult to signpost to further local support as due to limited public transport. Bourton on the Water and Chipping Camden-based residents find accessing additional support very difficult.

This role is funded by North Cotswold Foodbank to provide an advice service to clients of Bourton on the Water and Chipping Campden Foodbanks at both sites. Due to Covid-19 the service will be delivered remotely until a face to face service can be delivered securely, however it is expected that the postholder will revert to face to face delivery of advice in the future, with weekly visits to both sites.

Salary: £21,250 pro rata

Hours for this role is flexible:

1 x 15 hours per week to cover both Bourton on the Water and Chipping Campden

OR

1 x 7.5 hours per week to cover Bourton on the Water only (Thursday)

1 x 7.5 hours per week to cover Chipping Campden only (Friday)

This role will be line managed by Citizens Advice but will also have progress reporting requirements to the Foodbank.



Role profile

Advice giving

- Interview clients using sensitive listening and empathetic questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- Adherence to all safeguarding and confidentiality processes and protocols as needed by both Citizens Advice and the Foodbank.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Issue food vouchers to clients in accordance with Trussell Trust criteria and processes.

- 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.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard as appropriate and in accordance with the policies and practices of the Trussell Trust
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records using Casebook for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

- Attend relevant internal and external meetings as agreed with Citizens Advice line manager.
- Attend progress meetings with Food Bank manager to keep communication open and update on issues, as needed.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Supply data to North Cotswold Foodbank on a monthly basis to meet their project reporting requirements, in accordance with GDPR. This may include (but is not limited to) number of clients managed, geographical data, success rate and outcomes. Anonymised case studies will also be needed to support reporting.
- Keep accurate timesheets, where required.
- Ensure all work conforms to the organisation's systems and procedures.

Other

- Complete required training to comply with quality assurance processes.
- Keep up to date with changes related to generalist advice work.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

**The closing date for this vacancy is Monday 12th October 2020 at 5pm.
Interviews will take place w/c 19th October 2020.**

Please contact Kirti Patel, Advice Services Manager, by email kirti.patel@ca-scd.org.uk for further information and application form.



Person specification

Essential

1. The ability to commit to and work within, the aims, principles and policies of Citizens Advice service
2. Certificate in Generalist Advice work, or equivalent qualification or equivalent level of experience and skill.
3. Experience of 1-2-1 generalist advice, including Debt, Welfare rights, Housing and employment advice
4. Sensitive listening and questioning skills to understand the needs of Others, and maintain professional non-judgemental attitude.
5. Experience of efficiently and effectively managing a mixed case load including closing cases in a timely manner.
6. Ability to work on own initiative, prioritise work, meet deadlines and deliver results.
7. Ability to deal tactfully and effectively with internal and external stakeholders.
8. Flexibility and willingness to work as part of a diverse team.