



Role Profile

An exciting opportunity has arisen for someone with great energy and interpersonal skills and a thorough knowledge of social welfare advice to join our advice team. This could be the perfect opportunity for a trainee adviser to take the next step in their career, and to be part of a dynamic team who think on their feet and are passionate about making a difference in our community.

This role will allow you autonomy to make your mark and offer an opportunity to grow the team with volunteers. This busy and varied role will rely on your ability to bring your whole self to work and to ensure the highest quality of advice is delivered at the Foodbank.

We are offering flexibility in this role, which could include part-time job share for the right candidate(s).

About us

This is a fairly new partnership between Citizens Advice Barnet and Finchley Foodbank to provide support for Finchley Foodbank clients. The post holder will assess and advise clients on a range of issues and will work closely with the foodbank volunteers and management. The aim of the project is to reduce dependency on the foodbank by maximising income and helping clients to seek debt/budgeting advice.

Citizens Advice Barnet is a local charity giving free and confidential advice to everyone who lives, works, or studies in Barnet. We are an independently registered charity, a member of the Citizens Advice network, and a London Legal Support Trust Centre of Excellence. We offer generalist advice on debt, work, benefits, immigration, housing and more and specialist casework on benefits, debt, work and immigration. Last year we helped 13,110 people with 41,802 problems, over 50% more people than the previous year.

Outreach Adviser - Finchley Foodbank

Reports to:	Advice Services Manager
Direct Reports:	N/A
Key role purpose:	<ul style="list-style-type: none">• The aim of the project is to reduce dependency on the foodbank by maximising income and helping clients to seek debt/budgeting advice.• By providing initial assessment and generalist advice to the Foodbank users.
Normal place of work:	Main Location - Finchley Foodbank and Barnet NW4
Contract length:	Permanent - Tuesday, Thursday and further day of choice with exception of one Saturday per month
Hours:	21.6 hours per week
Salary:	£19,292.00 per annum (£32,120.00 FTE per annum)
Benefits:	<ul style="list-style-type: none">• Dedicated resources to focus on wellbeing including Employee Assistance Programme services and access to free counselling & Mental Health First Aiders• 25 days Holidays plus Bank Holidays and additional days over Christmas break• Employer pension contribution• Access to development opportunities to enhance your skills• A supportive and collaborative work environment that values creativity and personal growth

Job Description

Advice

- Provide a full range of initial assessment and advice to Finchley Foodbank clients, which includes in-person and telephone advice
- Agree action plans with clients to ensure clarity over next steps
- Keep up to date, accurate and detailed case records
- Complete statistical information records fully compliant with organisational requirements
- Provide regular outreach sessions

Marketing and relationship building

- Build relationships with Finchley Foodbank volunteers and management and work closely with them to best support their clients

Social Policy

- Assist with social policy work by being aware of current social policy issues and spotting new ones, discussing these with affected clients, and completing internal forms with requisite information.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to money advice and welfare benefits advice and undertake appropriate training
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions
- Assist in initiatives to improve Citizens Advice Barnet services

Administration

- Use internal Citizens Advice systems for all case recording
- Use IT packages to produce letters and reports, as required by own casework and monitoring requirements.

Other

- The post holder must have due regard in the planning and execution of their duties at all times to the Citizens Advice Equal Opportunities Policy. They will also be expected to maintain positive relations with external agencies and confidentiality in relation to all aspects of the business.
- Demonstrating an understanding of CAB (Citizens Advice Barnet) Health and Safety, and Safeguarding Policies
- The post will involve travel to the foodbank and possible other locations within the London Borough of Barnet.
- To promote the aims, principles, policies, interests and wellbeing of Citizens Advice Barnet and to protect the integrity and reputation and the confidentiality of the service.

As with all roles at CAB, to be carried out in a way commensurate with our organisational values - Committed, Together, Supportive, Respectful

In addition to the role & responsibilities outlined in this Job Description, to undertake such duties as may be identified and which are generally compatible with the post.

To be successful in this role, you'll need;

Essential

- Relevant knowledge and recent experience of generalist advice work especially in areas of of benefits, housing, employment, consumer, immigration, and family advice issues
- Ability to work under pressure, maintain quality standards and communicate effectively and sensitively with clients and people from diverse backgrounds
- Ability to manage a caseload and prioritise work in the face of competing demands and to meet targets set by the line manager and funders
- Ability to work independently with remote supervision and as part of a team
- An excellent working knowledge of IT, with the ability to write accurate case records, draft letters, reports and statements and record stats electronically
- Ability to travel to the foodbank and other locations
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies

Desirable

- Experience of working at Citizens Advice or similar organisations that work to Advice Quality Standards (AQS) and possess an understanding of the importance of procedures and supervision.

We believe a great workplace is one that represents the world we live in and how beautifully diverse it can be. That means we have no judgement when it comes to any one of the things that make you who you are - your gender, race, sexuality and religion. Please let us know if you require any adjustments to support your application.