

Hinckley Foodbank Outreach Adviser Job Description

Salary: **NJC Scale SCP 12** starting at £23,248 pro rata with annual increments up to £25,668 pro rata, 6% employer and 2% employee pension contribution

Benefits: [Click here to see the range of benefits we offer](#)

Hours: 21 hours per week Tuesday to Thursday including Thursday evenings

Location: Hinckley

Contract: 2 years with the option of a 1 year extension

Line Manager: Local Business Leader

Purpose of role:

To provide a service in collaboration with Hinckley Area Food Bank and Falcon Support Services, giving high quality information, advice and ongoing casework to people accessing the Hinckley Area Foodbank to tackle the issues that have led to their need for emergency food support.

Main Duties and Responsibilities

Service Delivery

- Work closely with the Support Worker (employed by Falcon Support Services) to appropriately inform, advise, refer and signpost clients according to their need and capacity.

- Use active listening and questioning skills to interview clients and identify key information about client issues including time limits, key dates and requirement for urgent advice or action (using the Citizens Advice website, scripts and any other diagnostic tools, as necessary).
- Explore options and implications to enable the client to make informed decisions with regard to service needs and empower them to set their own priorities and agree outcomes.
- Carry out income maximisation activities through identification of appropriate benefits and other financial assistance.
- Provide clients with advice appropriate to their individual needs
- Where appropriate refer/signpost clients (both internally and externally) to other services to meet clients' needs.
- Ensure quality standards are met and contribute to the maintaining of the overall organisational quality score to a minimum RAYG rating of Amber.
- Meet agreed personal targets.

Administration

- Record and maintain case records to required quality standards
- Conduct casework management such as case reviews, meeting deadlines and closure of cases, using key dates and carried forward systems to manage caseload
- Prepare and provide reports in accordance with the Service Level Agreement.
- Prepare and provide case studies for reporting purposes

Targets

- Meet targets as set by Line Manager in line with Funder requirements
- Provide all statistical information required in a timely manner to comply with reporting requirements
- Keep Line Manager informed of any difficulties in meeting set targets
- Comply with any instructions to change targets or reporting requirements as necessary

Research and Campaigning

- Contribute to both local and national campaigns where appropriate.

- Raise and submit evidence forms where client circumstances fit with campaigns.
- Raise with clients (after consultation with line manager) the possibility of their involvement in campaigns.

Professional Development and Training

- Keep up to date with advice changes, policies and procedures relating to the County service and processes.
- Undertake appropriate training as may be necessary to carry out your duties.
- Attend relevant internal and external meetings as agreed with your Line Manager.
- Prepare for and attend supervision meetings.
- Ensure annual GDPR training is completed.

Other duties and responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies.
- Keep up to date with policies and procedures relevant to the organisation and undertake appropriate training.
- Abide by Health and Safety guidelines and share responsibility for your own safety and that of colleagues.
- Be able to accommodate reasonable changes in working hours in order to meet the needs of the business.
- Any other duties as required to ensure the effective provision of the service.