



Foodbank Adviser

Job pack

Thanks for your interest in working for Citizens Advice St Albans District. This pack should give you everything you need to know to apply for this role and what it means to work with us.

In this pack you'll find:

- Three things you should know about us
- Our values national and local
- Overview of Citizens Advice and Citizens Advice St Albans District
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact June Chapman by emailing June.chapman@castad.org.uk or calling 07753 854010.

Closing date 2nd May 2022

Interviews 9th May

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 around 300 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.

Our national 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.

Overview of Citizens Advice

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

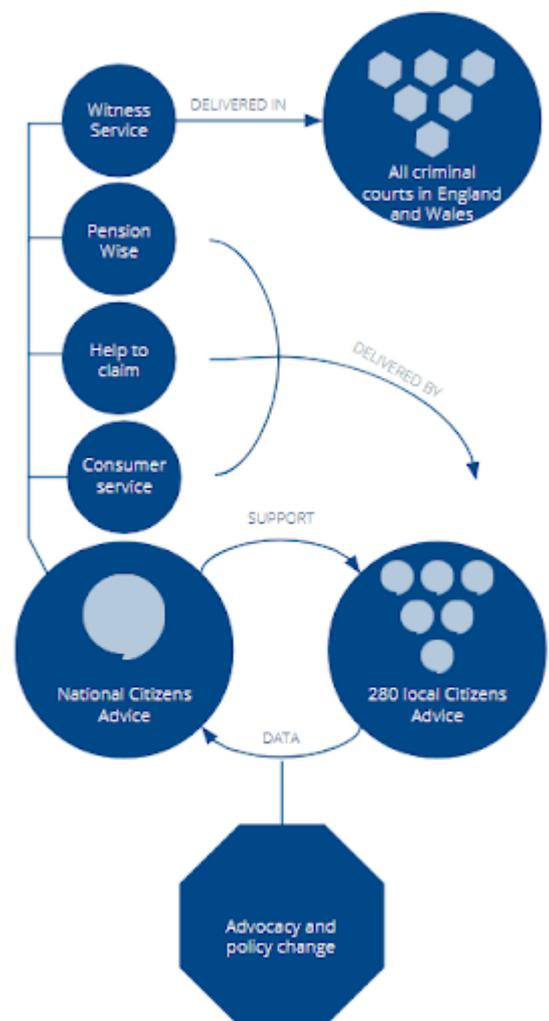
This role is working for the local service in St Albans District, a member of our network of independent charities, delivering services from

- 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.



Our local values

We're effective. We take our work seriously, are professional in our approach, focused on making a positive difference using our resources wisely and creatively.

We're accessible. We meet much of the demand for our service and offer help in a range of ways, face to face, online, email, webchat, making ourselves available to clients and each other.

We're collaborative. We work together as a supportive team and with partners

We're empowering. We encourage independence in those we help and within the team

We're a learning organisation. We have a no blame culture and invest heavily in learning and personal development for everyone

How Citizens Advice St Albans District works

We principally serve the people of the District of St Albans, as we have done since 1939.

We provide advice and support to all members of the community who need help, on a wide range of topics, and in the ways that people prefer to access it.

We strive to maximise our resources, including funding, premises, volunteer hours and other in-kind donations, and to use them as efficiently as possible so as to deliver the best quality advice service to the greatest number of people and to make the biggest difference to their lives and to the community as a whole.

We use our data and insights to understand the issues people face, to develop suggested improvements to policies and practices, and to campaign effectively for change.

Volunteers are at the heart of our service. We believe that the service clients receive is directly related to the service staff and volunteers receive from the organisation, so we seek to offer the best possible volunteering experience and to provide good working conditions for the staff that work with and support them.

The role

The adviser will work from the Civic Centre base and attend each foodbank site on a regular basis. The aim is to connect with 200 foodbank clients per year to encourage them to accept our support to manage their affairs, improve their underlying circumstances and reduce their need to use the foodbank. The adviser will be required to balance simple and complex work to ensure that we meet target client numbers.



Role profile

Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- 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.
- Assist clients 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 policies and procedures.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Casework

- Provide casework by exception with the approval of the manager where client need dictates and no reasonable alternative provision can be obtained.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.

Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisation's management.

Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to specified area and undertaking appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for attend supervision session/team meetings/management team meetings as appropriate.

Partnership working

- Support and guide foodbank volunteers, providing basic training where needed to enable them to signpost and refer as appropriate.

Administration

- Use IT for statistical recording, record keeping and document production.
- Attend internal and external meetings as agreed with the manager.
- Liaise with the foodbank and other partners and represent CASTAD.



Person specification

Essential Criteria

- Knowledge and experience of welfare benefits and money advice.
- Effective communication skills (oral & writing) with particular emphasis on negotiating, preparing reviews, reports and correspondence.
- Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.
- Have an ordered approach to advising and an ability and willingness to follow and develop agreed procedures. Utilising IT in the provision of advice and the preparation of reports and submissions.
- Ability to work independently under competing pressures with kindness and while observing boundaries.
- Understanding of and commitment to the aims and principles of the organisations service and its equality and diversity policies.
- A problem-solving approach that embraces new ideas.
- An experienced team player with sound resource management judgment.



Terms and conditions

The post is 22.5 hours/week for one year fixed-term initially.

The annual salary is £16,438.50.

Annual leave is 28 days **plus** Bank Holidays pro rata.

Location: The Civic Centre and foodbank sites across the St Albans District.

Job sharing and flexible working will be considered.



What we give our staff

After a three-month probation period the post is eligible for membership of the workplace pension scheme with matched contributions up to a maximum of 6%.

We provide life assurance cover.