



Outreach Adviser - York Foodbank

JOB DESCRIPTION

Salary £13.96

Hours 22 per week

Deadline 11.59pm, 20th March 2024

Interview Date TBC

Responsible to Senior Operations Manager

To apply Complete attached application form and return by above deadline

Role purpose

The main aim of the post is to provide high quality advice and support for people affected by food poverty in the York and District area.

The successful applicant will provide a generalist advice service, including benefits and debt casework, to clients within community venues across York (be it in-person, over the phone or by email). Some lone working may be involved.

The service will comply with General Help Quality Mark standards and will be delivered within the aims, policies and principles of the Citizens Advice Service.

Note: This job involves work with vulnerable clients and therefore a Disclosure and Barring Service (DBS) check is required for all successful applicants.

For more information, or if you'd like to discuss the position informally first, please contact admin.team@cayork.org

1. Advice and Social Policy

- 1.1. Deliver and develop generalist advice sessions for people affected by food poverty in the York and District area
- 1.2. Provide data and case studies to the fundraising team for reporting and campaigning
- 1.3. Undertake follow-up work including and negotiation with third parties on behalf of clients.
- 1.4. Ensure that all one-off advice and casework conforms to Quality Mark and Citizens Advice requirements and follows casework management procedures
- 1.5. To be responsible for the management of own caseload and to be aware of time limits involved and work within the available resources
- 1.6. Maintain case records in accordance with quality standards and agency procedures
- 1.7. Identify unclaimed benefit and other income generating entitlements for clients
- 1.8. Provide support and consultancy to other professionals including support and advocacy workers.
- 1.9. Identify and carry out appropriate social policy work
- 1.10. Refer clients for specialist advice within and beyond the Citizens Advice York
- 1.11. Ensure the service is provided in accordance with contractual requirements and meets the agreed targets
- 1.12. Work cooperatively with other professionals and partner advice agencies to develop good relationships and raise awareness of the advice service.

2. Administration

- 2.1. Keep all outreach advice reference materials and information resources updated, eg AdviserNet, legal reference books
- 2.2. Use IT for case recording, document production, statistical recording and other information required for reports on the service.

3. Professional Development

- 3.1. Keep up to date with legislation, policies and procedures relating to generalist advice work and attend appropriate training
- 3.2. Attend relevant internal and external meetings as agreed with your supervisor
- 3.3. Prepare for and attend supervision sessions / team meetings as appropriate.

4. Other duties and responsibilities

- 4.1. Provide briefings to relevant professionals to promote awareness of the service and to enable them to identify key advice issues for clients
- 4.2. Contribute to monitoring and evaluation of the service to inform decisions about future commissioning of outreach advice services
- 4.3. Uphold the aims and principals of the Citizens Advice service, including promotion of equal opportunities and challenging discrimination
- 4.4. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- 4.5. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
1.	Citizens Advice Certificate in Generalist Advice Work or equivalent qualification or equivalent level of experience and skill	
2.	12 months recent experience of solo generalist advice-giving, paid or unpaid	2 years recent experience of advice work, including debt and benefit casework
3.	Thorough knowledge of debt and benefit advice, including ability to carry out generalist casework and manage a caseload	Experience of benefit or debt casework and managing a caseload.
4.	Ability to provide generalist casework advice in housing or employment or immigration	Experience of generalist casework advice in housing, employment or immigration
5.	Ability to plan workload, prioritise tasks, meet deadlines and manage own time effectively	Experience of delivering an outreach advice service and/or working as a self supervising lone adviser
6.	Ability to work within recognised quality procedures, including casework and file management	Experience of giving advice that follows Citizens Advice quality of advice procedures
7.	Good numeracy, literacy and written/verbal communication skills, including ability to negotiate with third parties and to give advice over the telephone	Experience of providing advice-related consultancy support to non-advisers
8.	Ability to use Information & Communication Technology to deliver the advice service	Experience of using Outlook, Windows and electronic case recording system
9.	Ability to work as part of a team and in partnership with other organisations	Experience or understand of community development work
10.	Ability to travel around York	
11.	Understanding of and commitment to Social Policy work	
12.	Understanding of and commitment to Equal Opportunities and anti-discriminatory policies and ability to put policy into practice	
13.	Understanding of and commitment to the aims and principles of the Citizens Advice service	
14.	Satisfactory outcome of an enhanced level DBS check	

