

COMMUNITY LAW SERVICE (NORTHAMPTON & COUNTY) WESTON FAVELL FOODBANK

JOB DESCRIPTION

POST:	Welfare Rights Advisor
HOURS:	18 hours per week (to include Wednesdays)
PURPOSE OF POST:	To work in partnership with Emmanuel Church and the Weston Favell Foodbank team to support the health and wellbeing of foodbank users through the delivery of an holistic face to face money advice service particularly to vulnerable individuals and families. The focus will be on providing welfare benefits and basic debt advice, financial capability support, energy advice and support to access any available measures to address fuel poverty. An end to end casework service will be provided. Funding currently in place until 31 April 2027
BENEFITS:	£28,119 pro rata. Actual salary £14,461 per annum Mileage allowance 5% employer pension contribution Some home working (after successful completion of probationary period) Contractual sick pay (after successful completion of probationary period) Ongoing training and development.

Background

Community Law Service has a well established partnership with the foodbank team having delivered advice in the foodbank for 3 years. Due to staff changes, the current member of staff is leaving the post. The adviser is present in the foodbank whilst it is operating. Staff and volunteers actively encourage guests to speak to the adviser, the aim of which is to address the underlying cause of the need to use the foodbank. This is an effective collaboration bringing positive results for those who engage with the service.

Other things to Consider

You will be working as the sole adviser in the foodbank but are well supported by the team whilst there. When not in foodbank, you will be based at CLS main office in Hazelwood Road, Northampton. This post is part of our experienced benefit advice team, where numerous other staff also work in different community venues, including food banks and community larders. The team is friendly and provides excellent peer support. CLS holds the LEXCEL quality mark for specialist advice, is a member of Advice UK and also a member of immigration and debt advice partnerships spanning the East Midlands. You will be joining a professional, friendly and experienced team where you will have the opportunity to continue to develop your knowledge and expertise.

Main Duties:

- To provide Welfare Benefits advice and help with claims and support with disputes including support with benefit appeals.
- To provide money advice support to include basic debt advice and financial capability support
- To provide energy advice and facilitate access to any other available assistance from energy providers
- To attend outreach sessions at the foodbank
- To refer as appropriate to other CLS advisors for specialist advice funded from other sources e.g. Housing Legal Aid
- To provide advocacy services as appropriate.
- To provide awareness sessions for staff delivering the foodbank provision and other staff as appropriate
- To assist in the preparation of promotional materials and relevant literature aimed at promoting take-up of the services provided by the Project
- To offer consultancy advice and support to Emmanuel Church staff in respect of social welfare advice and information.
- To maintain an effective referral procedure from staff to the Project.
- To contribute to the development of website information about the services provided and how they can be accessed, as required.
- To make referrals for support from other agencies or schemes as appropriate.
- To comply with the Lexcel specialist quality mark standard.
- To obtain user feedback on the Project and utilise this information in developing the project.
- To keep accurate statistical information on the work undertaken.
- To assist in the preparation of reports on the progress and achievements of the project.
- To keep up to date with knowledge and developments in the relevant areas of social welfare law.
- To undertake in-house and external training relevant to the post. To represent the Service at meetings as required.
- To attend relevant internal and external meetings as required.

- To undertake any other relevant work as required.

PERSON SPECIFICATION

KNOWLEDGE

- Good knowledge of welfare benefits entitlements and the claiming process.
- Knowledge of enforcement procedures in respect of priority and non priority debt and the remedies available to clients (any more complex debt matters are referred into CLS specialist debt team)
- Knowledge of debt counseling practice and procedure
- Knowledge of energy saving measures including the support available from energy suppliers
- A good understanding of services provided by the voluntary and statutory sector.

EXPERIENCE

- Recent experience of providing specialist social welfare law advice to include welfare benefits and preferably debt advice.
- Experience of working with vulnerable client groups
- Experience of outreach/community based work.

SKILLS AND ABILITIES

- Excellent communication skills – the ability to communicate effectively both orally and in writing.
- IT literacy
- Good time management skills.
- Good administrative skills.
- Excellent advocacy skills.
- A commitment to equality of opportunity.
- Self motivated and able to work both independently and as part of a team.
- Ability to work effectively in partnership with other agencies whilst maintaining the confidentiality and independence of the Service.

OTHER REQUIREMENTS

Potholders will require use of a car and postholders must hold a full driving license and have use of a car which must be insured for business use.

All postholders are required to have a Disclosure and Baring Service (DBS) check.