

Part Time Support and Referral Co-Ordinator (Fixed Term)

Job Description and Person Specification

JOB DESCRIPTION

Full time equivalent salary: £21,450

Actual Salary: £8,580

Hours per week: 15

Context of role:

Callington foodbank is an inter-church partnership with a steering group consisting of trustees who are representatives from both partner churches and others. It is a Charitable Incorporated Organisation (CIO) Registered Charity Number 1192119

The Support and Referral Co-Ordinator will be managed by and report to the Foodbank Manager. All matters relating to day-to-day activities will be dealt with by the Foodbank Manager. All matters relating to employment and remuneration will be dealt with by the steering group.

Job Purpose

To provide in house signposting, referrals, and wraparound support: The support and referral co-ordinator will attend the foodbank sessions in Callington, liaise with people accessing foodbank to provide them with support, and ensure there is a smooth transfer between foodbank and dedicated Citizens Advice Cornwall adviser where required.

Having a dedicated member of staff will create continuity for both food bank volunteers and those needing to visit the food bank. This will also hopefully break down some of the barriers and create trust for the people needing to use the food bank as there will be consistency in who they see.

Specific responsibilities:

Support Provision

- Keep resources up to date
- Liaise with outside agencies and build up clear referral networks
- Ensure volunteers are supported and receive the correct training
- Manage the signposting and referrals and make sure appropriate referrals are passed to the Citizens Advice adviser, including introducing clients to the services and the ways in which citizens advice can give advice and letting them know what they can expect when they engage.
- Support clients and oversee volunteers with filling in initial registration and consent forms at the food bank
- Ensure the client knows what paperwork to bring with them to their advice appointment
- Offer additional support to those who need to use a computer or make calls and can support those using the food bank to use these resources, as space and resources allow
- Use the Step App to streamline the way the foodbank delivers identifying wider support provider

- Assist people needing foodbank with a range of support, including assisted self-help around income maximisation, and to prepare for, engage with and act on advice provided by CA Cornwall and ensure that any additional advice or support needs are addressed.
- Carry out all activities in line with GDPR
- Provide reports as required
- Deputise for the Foodbank Co Ordinator as required

Finance

Comply with the Foodbank's finance policy

Liaise with trustees to identify resources for central purchase

Provide the honorary treasurer with details of payments and receipts, and supporting documents, to enable proper accounting

Meet the requirements of any funders in how restricted funding is spent

Meeting the requirements of the Trussell Trust

Comply with the guidance provided by the Trussell Trust and delivery projects funded by the Trussell Trust in line with grant agreements and eligibility criteria, including extracting data for reports and providing timely reports to meet any grant funding conditions.

Reporting to Trustees

Report to the Foodbank Manager, Trustees, steering groups or project groups as required

Advise the trustees of exceptional events, such as complaints, safeguarding issues, major press contacts, accidents, external evaluations, or risk to reputation

Strategic development

Attend meetings of the charity's trustees, steering groups or project groups as required.

Carry out activities to involve the participation of people with lived experience to inform and shape the development of the project

General duties

Develop good teamwork relationships between project staff and volunteers

Take a proactive approach to equity, diversity, and inclusion, ensuring that services are accessible to all

Identify and report evidence to support social policy work and campaigns

Represent the project at external events and meetings as required

Maintain standards of dignity and respect to all those involved in the delivery of food bank activities and to those accessing its services

Comply with any legislative or insurance requirements and food bank policies, including safeguarding, data security and protection, FCA regulation and carry out the role in accordance within relevant quality assurance measures

Any other activities, as required by the trustees, to perform this role

PERSON SPECIFICATION

Desirable Requirements and Key Skills:

- Experience of working or volunteering in an organisation that deploys volunteers.
- Experience of signposting and referral
- Experience or knowledge of working or volunteering within a food bank or similar setting
- Experience of supporting people to maximise their income and to access expert advice
- Confident user of email, document and spreadsheet applications, and internet
- Ability to work independently and unsupervised
- Numerate and comfortable interpreting statistical data
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Excellent organisational skills
- Experience in using techniques to involve the participation of people with lived experience in project development
- Demonstrate ability to prioritise work, meet deadlines and targets and manage a caseload
- Understanding of the need for and commitment to maintaining confidentiality.
- Knowledge and understanding of data protection (GDPR)
- Knowledge and understanding of safeguarding issues
- Able to work within boundaries of role and accept feedback
- Commitment to learning and development relevant to the role
- Good listening, verbal, written and presentation communication skills
- Ability to communicate effectively with clients, colleagues, and other agencies
- Sensitivity and empathy with people experiencing difficult circumstances and financial hardship Non-judgmental approach
- Committed to supporting and empowering clients

Personal attributes:

- Honesty and integrity
- Commitment to end the need for food banks
- Driven by commitment to equity, diversity, and inclusion

Callington Foodbank is a Christian charity. Not every member of the food bank team is Christian, but we hope that all team members will subscribe to the same values.