

Ealing Foodbank- Signposting and Support Officer

Job Description

Responsible to: Foodbank Manager

Based at: Multiple foodbank centres in Ealing borough and Ealing Foodbank Office in West Ealing

Hours: 20 hours a week (spread over 5 - 6 days)

Salary: £31,000 FTE

Contract: initial 1 year contract (with possibility of extension)

Closing date: 23 April 2024

We at Ealing Foodbank want to ensure that foodbank users get the support they need to resolve their crisis. We are looking for a self-motivated individual who is passionate about helping others find advice and support. Supported by the foodbank manager and a dedicated team of volunteers, you will work directly with foodbank users to show compassion and help them to find solutions to the issues they are facing.

This is a new role which is likely to evolve over time. In your role, you will have a hand in helping to create a service which puts the needs of the individual first and helps them to effectively face their challenges.

Ealing Foodbank is an independent Christian charity affiliated with the Trussell Trust network of foodbanks in the UK and working with front-line care professionals from 200 organisations in the borough of Ealing. The Christian faith underpins everything that Ealing Foodbank does and stands for as expressed in our Vision, Mission and Values statement. We expect all volunteers and staff to be comfortable with this.

Responsibilities

Engage with foodbank users

- Assess foodbank users' needs and ensure that those who need the foodbank are signposted or referred to the most suitable organisation
- Engage with first time foodbank users. Signpost the foodbank users to the most suitable organisation to support with their situation
- Ensuring that long term foodbank users are receiving good support. Help them to engage with an organisation which can offer further support
- Provide basic income maximisation advice to foodbank users
- Occasionally issue foodbank vouchers

Engage with volunteers

- Foster and maintain effective working relationships with in-centre volunteers
- Work together with the volunteers to reach out to foodbank users
- Deliver signposting training for foodbank volunteers and specialised training for signposting volunteers

Engage with referral agencies

- Work together with the deputy manager for referrals to ensure referral agencies are engaging in robust referrals

Knowledge

- To build an extensive knowledge and awareness of advice charities and organisations in Ealing
- To build up knowledge about the benefits system

Monitoring and Evaluating

- Maintain accurate records of foodbank users in our system
- Prepare monthly reports on the signposting service

Supervision

- Participate in annual appraisal and regular supervision with line manager

Person Specification

Essential

- Self-motivated and independent
- Proactive with high level organisational skills
- Inspirational and motivational
- Displays good judgement and is trustworthy
- Outstanding interpersonal skills: able to establish rapport; manage conflict; show compassion and support a variety of people
- Maintain confidentiality
- Excellent oral and written communication skills
- MS Office proficient and computer literate
- Ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds

Desirable

- Driving licence
- Knowledge of the benefits system – training can be provided
- Experience in client-facing role

Other requirements

- Available to work 2 Saturday mornings a month
- Travel around Ealing to be present at our centres
- Ealing Foodbank is committed to safeguarding and promoting the welfare of foodbank users. We expect all staff to share this commitment and to undergo appropriate checks, which will include a basic or enhanced DBS check.

Applications

Closing date: 23 April 2024

Interviews: week commencing 29 April 2024

Please email your CV and cover letter to Maria van Ommen (maria@ealing.foodbank.org.uk) Please describe in your cover letter how you meet the requirements in the Person Specification.