**Job Description**

**Title:** Advice Centre Caseworker Volunteer - Rainham Foodbank

**Location:** Rainham Foodbank. The Mick Fury Hose. Lowen Rd, Rainham, RM13 8HT. (Although this role may be partially home-based initially, due to COVID-19)

**Hours:**  To suit individual

**Working schedule:** Weekend and evening work may be required in this role.

**Line Manager:** Advice Debt Centre Manager

**Purpose of job:** To deliver benefits, debt and other advice services at Rainham Foodbank (This is a voluntary role. Full training will be given)

**Organisational context:**

Rainham Foodbank believes that every person matters and as a result, we are developing a community hub that meets people’s holistic needs – educationally, physically, spiritually, economically, environmentally and socially – and will benefit the whole person and the whole community. This post will strategically link into other current and future community, family, and youth services within Rainham Foodbank.

Rainham Foodbank has offered a debt support service for the last eight years. More recently, we have begun developing further advice and support programmes, including benefits and immigration advice, and we are looking to further develop the services.

We have secured specific funding to provide advice to those who have accessed Rainham Foodbank, to support them to reduce their debt and maximise income through benefits advice. We are looking for someone who can take on this new challenge, providing high-quality advice casework and one-off support to people in crisis.

**Specific Duties:**

* To deliver and support the development of the Rainham Resource Centre services
* Oversee the allocation and handling of case work
* Working with the volunteer team to allocate and monitor client casework
  + Manage client casework
  + Providing in-depth face-to-face casework advice to clients linked to Rainham Foodbank
  + Providing debt advice casework, including preparing financial statements, negotiating with creditors and creating appropriate debt solutions for clients
  + Providing benefits advice including the following
  + Checking benefit entitlement
    - * Assisting with benefit claims
      * Supporting with benefit appeals
  + Managing referrals into advice services from Rainham Foodbank
  + Making referrals for clients to external agencies such as hardship funds, grants and other support
  + To be present at Rainham Foodbank sessions
  + Manage and delegate administrative duties
  + Resolution of complex issues

**Relationships / Partners**

**Internal:**

* Community of Rainham Hub
* Rainham Foodbank Management
* Advice Centre and Rainham Foodbank volunteers

**External:**

* Trussell Trust
* Havering Foodbanks
* Community Money Advice
* Local referral partners and grant awarding bodies
* General public

**Responsibility for Resources**

* To ensure that appropriate procedures are adhered to for compliance with CMA and FCA guidelines for Debt Advice

**General Duties**

* To attend regular supervision with your line manager.
* To attend any relevant training courses as required by your line manager.
* To carry out appropriate duties, in line with the purpose of the job, as may be reasonably required by your line manager.

**Safeguarding children and young people**

Rainham Foodbank is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, which may include an enhanced DBS check.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Signed by

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee:** | | **Line Manager:** | |
|  | |  | |
| **Print Name** |  | **Print Name** |  |
| **Date** |  | **Date** |  |

**Person Specification**

**Advice Centre Caseworker – Rainham Foodbank**

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| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications | * Money Advice Service accredited Debt Advice training * Accredited benefits advice training | * Qualification in Community Work or Development, or advice work * Community Money Advice training in Debt Advice * Immigration advice qualification |
| Job Knowledge | * Proven understanding of Debt Advice practice and policy * Proven knowledge of welfare benefits policy and advice practice * Data and information management * Up-to-date knowledge and understanding of welfare and other social policy | * Digital communications * Understanding of issues facing residents in Havering * Experience of working within a Foodbank or similar project |
| Experience | * Face-to-face advice casework experience * Debt advice casework experience * Benefits advice casework experience * Experience of data management and keeping case records * Working with people who have multiple and complex needs | * Proven experience of working or volunteering within a not for profit organisation * Experience of Trussell Trust and Catalyst databases * Immigration advice experience * Housing advice experience |
| Skills | * Excellent organisational skills * Excellent interpersonal skills * Excellent verbal and written communication skills * High level of computer literacy |  |
| Other Attributes | * Team player * Flexible and self-motivated * Committed to partnership * Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. * Willingness to undergo appropriate checks, including enhanced DBS checks. * Have a willingness to demonstrate commitment to the values and behaviours which flow from the CMA money mentoring/debt support ethos. * Quality focused in all aspects of work. |  |