



JOB VACANCY

We are a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and hope that new team members will too.

Title:	Norwood and Brixton Foodbank - Signposting Support Officer , initially a 1 year grant funded vacancy.
Location:	Although this role may be partially home-based initially due to COVID-19 restrictions, locations could eventually be across Lambeth South.
Hours:	Part time - 24 hours per week
Working schedule:	Monday - Friday although it is possible some Saturday work could be required which would be included in the working schedule. Days to be agreed but min 4 days working per week.
Line Manager:	Norwood and Brixton Foodbank Project Manager
Purpose of job:	To deliver Signposting services and support at Norwood and Brixton Foodbank working in collaboration with other foodbanks in Lambeth.
Closing date:	Wednesday 24 th March 2021
Interviews:	Week commencing Monday 29 th March 2021
Remuneration:	£20,000 for 24 hours including holiday pay, sick pay, pension contribution
Applications to:	Amanda Courtney at office@norwoodbrixton.foodbank.org.uk

Organisational context:

We have specific funding for this new role, which will aid those who have accessed the Norwood and Brixton Foodbank, to support them to reduce their debt and maximise income through benefits advice. We are looking for someone who can take on a new challenge, providing high-quality advice and one-off support to people in crisis.

We are committed to ensuring people using the services of our foodbank are valued, treated with dignity and made aware of the other support that might help them during their time of crisis. We have a virtual signposting programme in operation to connect

clients remotely, providing a range of help and support. Moreover, when foodbank venues reopen, we want to offer this service to people in socially distanced ways of working.

This role will focus on supporting and working with a volunteer team, currently providing virtual signposting, helping to expand the service to enable us to support more clients. As our foodbank works in collaboration with three other foodbanks (Waterloo, Vauxhall and Clapham Park) you will work with other foodbank managers to arrange signposting conversations. This work will make a valuable contribution to ensuring that people using a foodbank feel cared for and supported.

Job Overview and Specific Duties:

To deliver and support the development of the Norwood and Brixton Foodbank support services:

- Work with the Project Manager of Norwood and Brixton Foodbank to expand the current work provided by signposters.
- Support and work with current signposting volunteers and staff by using the system in place.
- Work with other staff to Ensure that all signposting information is up-to-date, taking account of changes in services, accessibility and ways of working.
 - Providing remote and face-to-face support to clients referred to a foodbank in Lambeth.
 - Providing signposting support and advice including the following:
 - Assisting with benefit claims particularly where completion of forms is required.
 - Assisting with completion of other forms to assist with ensuring all financial support is in place.
 - Attending assessments with clients if required
 - Providing signposting referrals to local advice centres including Centre 70 and Brixton Advice Centre (BAC) for more detailed and in-depth support.
- Making referrals for clients to external agencies such as for hardship funds, grants and other support.
- To be present at Norwood and Brixton foodbank Foodbank sessions when venues reopen.
- Implement, manage and delegate administrative duties.
- Being mindful of volunteer boundaries and self-care.

General Duties

To actively participate in the wider life of Norwood and Brixton Foodbank, including staff meetings, staff conferences and discussion forums.

To take opportunities to raise support for Norwood and Brixton Foodbank.

To attend regular supervision with 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.

Relationships / Partners

Internal:

Norwood and Brixton Foodbank staff and trustees.

External:

- Trussell Trust
- Lambeth Foodbanks
- Centre 70 and Brixton Advice Agency
- Other local Trussell Trust Foodbanks
- Local referral partners and grant awarding bodies
- General public
- Key contacts of churches where foodbanks venues are located.

Safeguarding children and young people

Norwood and Brixton 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.

The Signposting and Support Officer will ensure that all our volunteers understand these policies.