

## South Northants Volunteer Bureau

### Job Description

<b>Post:</b>	FAAWN Senior Welfare worker
<b>Hours:</b>	37hrs per week – 12 month Fixed Term contract
<b>Salary:</b>	£ 14per hour
<b>Holiday entitlement:</b>	25 working days plus public holidays
<b>Responsible to:</b>	Chief Executive
<b>Location:</b>	Volunteer Centre, Towcester

---

### **Job Purpose:**

SNVB are recruiting a new team of welfare workers to create a shared capacity for use by the members of FAAWN , the alliance alleviating food poverty in West Northants. The new Team will spend their time working alongside foodbank & food larder staff and volunteers across West Northants, and they will have capacity to engage and offer emotional support, referral, signposting, empathy and guidance. They will have support work capacity; they will not be specialists, but link and referral workers doing short term rather than long term casework. Every agency in our network will have ability to draw down this resource as needed.

This post will be the Senior post of 3 welfare workers and require leading and supporting the 2 part time Welfare workers..

---

### **Specific Responsibilities:**

- 1 To engage with customers of foodbanks, food larders and other forms of food aid proactively and reactively to offer support and respond to expressed needs, carrying out short term casework to address their needs
- 2 To carry out work onsite at foodbanks, food larders and other forms of food aid and to undertake necessary follow up casework
- 3 To liaise proactively with agencies to ensure referral
- 4 To keep effective client case notes
- 5 To maintain effective communication with points of referral to understand what is on offer and how people can access it
- 6 To raise and maintain service user records and as required for case management
- 7 To abide by the policies and procedures of FAAWN member organisations when visiting their sites following all relevant protocols
- 8 To attend relevant training sessions and courses and maintain appropriate intervention skills
- 9 To attend staff meetings as and when required
- 10 To undertake any other relevant duties as deemed necessary by the Chief Executive.

### **Miscellaneous:**

As a member of snvb staff it is expected that the postholder will play as full a part as possible (within the constraints of the post) within the staff team.

The postholder will be expected to attend meetings and training events relevant to the post

- All information must be maintained within GDPR regulations
- To be an active and effective team member.
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to SNVB's policies and procedures
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies.
- Undertake other duties as may be reasonably determined by the CEO or Board of Trustee's.
- To participate in regular supervision and annual appraisal, and help identifying your own job-related development and training needs.

## **South Northants Volunteer Bureau**

### **FAAWN Senior Welfare worker**

#### **Person Specification**

We are keen to appoint the right person for the job and this means that we are as interested in your abilities and previous experience as formal qualifications.

#### **Essential Skills and Attributes**

- Interpersonal skills; ability to engage and support people in crisis or longer term need
- Ability to supervise and support 2 Welfare workers
- Excellent organisational and communication skills
- Ability to complete hardship and welfare benefit claims
- Self-motivated team player and able to work independently.
- Ability to engage and motivate others.
- Reliable and trustworthy
- Good computer skills.
- Empathetic and able to relate to staff, volunteers, service users and external partners.
- To keep composure in the face of emergency.
- A desire to make a difference to people's lives, and encourage progress with service users.
- Ability to network to create partnerships and positive relationships within the community and with volunteers
- Understanding of and commitment to the principles of equality and diversity.
- Clean driving licence.

#### **Desirable skills and Attributes**

- Knowledge of local support services
- More developed understanding of housing law and welfare rights
- Have experience of risk assessment in working with similar groups of service users
- Awareness of local services for vulnerable adults and children
- Flexible approach to service delivery
- Proven track record in delivering a creative and inclusive approach to vulnerable adult's wellness and activities.
- A good knowledge of working with vulnerable adults, and issues pertaining to them.
- Experience of working with vulnerable adults either in a welfare rights, homelessness, substance misuse or mental health setting
- Welfare rights or advice qualifications or proven recent uncertificated training