# **Client Services Support Worker**

# **Main aspects of the role:**

**General Management**

To assist the Food Bank & Services Manager in the development of client support services to help improve an individual’s quality of life within the community by promoting wellbeing, independence and healthy life choices.

To work with the Food Bank & Client Services Manager to develop appropriate services to meet the needs of individuals and be responsible for delivering specified elements of these services.

To liaise and work in partnership with local statutory and voluntary agencies regarding issues and services relevant to those affected by homelessness, housing difficulties and financial hardship and to raise awareness of the difficulties experienced by those who are affected by it.

**People Management**

To assist the Food Bank & Client Services Manager in arranging appropriate induction and training, in conjunction with the Volunteer Coordinator as necessary, for employees and volunteers.

To supervise and deploy employees and volunteers in line with the Support Worker role remits for Food Bank & Client Services Support, including all volunteers undertaking client interaction and support activity as part of the ‘Beyond the Food Bank’ Client Support Group Service.

**Operations & Risk Management**

To coordinate the day to day operational aspects of the charity’s Client Support Service provision, either within group settings, individual settings or by telephone, in conjunction with the Food Bank & Client Services Manager.

To develop community access points and local links as required within the geographical area of operations.

To support the Food Bank & Client Services Manager in liaison and partnership working with local statutory and voluntary agencies engaged in the alleviation of hardship and isolation.

**Financial Management**

To assist the Food Bank & Client Services Manager in the management of specific budgets in accordance with the charity’s Scheme of Delegation, including food purchases and support service facilities and catering, when appropriate.

**Key Responsibilities:**

* To coordinate the delivery of the Client Support Service (also referred to as ‘Beyond the Food Bank support service’) on behalf of the charity, including but not limited to the coordination of regular community-based client support activities.
* To plan and support the delivery of wider social support activities directly or in collaboration with other statutory and voluntary organisations across Stirlingshire, including the facilitation of training and other skills acquisition opportunities for support service clients. (These vary widely but, for example, meu planning, basic cooking skills training, digital skills or budget planning.)
* To coordinate operational activity of staff and volunteers working with the support service.
* To oversee the operational compliance of the charity’s Health and Safety requirements within the locations and venues used for the Client Support Service delivery ensuring all staff and volunteers are trained and adhering to the organisational policies and procedures, including risk assessments.
* To liaise and work collaboratively and in partnership with a range of stakeholders, including referral organisations, local statutory authorities, partners and other third sector organisations to develop and enhance the charity's services.
* To ensure accurate and timely data collection, data input record keeping and reporting using in house systems including Word, Excel, Google Docs & Gmail.
* To undertake service evaluations, with use of the defined evaluation tool and other information gathering, to support the monitoring of individuals and service effectiveness and to assist with collating case stories, photos, videos and quotes for funders’ reports.
* To assist the Food Bank & Client Services Manager, when required, in monitoring the charity’s crisis food, starter packs and support services, gathering the required statistical information required for monitoring and evaluation purposes for funders and our board of trustees and for our quality management purposes.
* To ensure that service recipients receive timely and appropriate support for their individual circumstances, when referred to the Client Support Service.
* To operate in accordance with the charity’s systems and processes ensuring that procedures relating to confidentiality and boundaries are maintained with recipients, volunteers, partners and others as necessary.
* To travel to ‘outreach’ locations and venues within the rural geographical areas of Stirling, in line with the operational service delivery requirements.

**Other responsibilities:**

* To assist in raising awareness and encourage support for the charity through engaging with the project membership, local churches, businesses, schools and other community groups.
* To assist other areas of the charity in meeting their goals and objectives and to maintain a constant and effective level of communication with staff team and volunteers.
* To support the General Manager & Business & Fundraising Manager with the scoping of development work as required.
* A commitment to promoting and supporting diversity and equal opportunities.
* Undertake any other duties relevant to the job as requested by the General Manager.

**Essential Skills & Experience**

Applicants must have a minimum of one year’s previous experience of working in a support capacity role and be able to demonstrate previous experience as follows:

* Working collaboratively with a range of stakeholders, including referral organisations and other partners.
* Excellent communication skills and being able to adapt effectively and as necessary
* Prioritising workload effectively, working both as a team but equally as comfortable working alone
* Sound organisational skills and demonstrate the ability to maintain and develop systems and processes relevant to the role.
* Experience both in the design and use of monitoring & evaluation systesms.
* The ability to adhere to confidentiality and boundaries requirements essential to the role.
* Group delivery skills & conflict management – managing people within a group setting positively, effectively and appropriately whilst remaining calm and empathetic.
* Commit to their own personal learning and development as well as the learning and development of staff and volunteers.
* IT, use of Word, Excel & email.
* Due to the geographical nature of the role, a driving licence is essential. Candidates must hold a clean driving licence. Own vehicle is not required, access to a vehicle for business purposes will be provided.
* Disclosure Scotland PVG Membership

**Desirable skills and experience**

* Promote a positive mind-set and support people experiencing difficult times in a constructive and collaborative manner.
* Previous experience of working in a fast paced, moving, working environment with competing demands in your working day.
* Assist in harnessing community engagement and assets to optimise the potential support for the charity’s efforts to alleviate hunger and food insecurity.
* Previous third sector experience or experience in a similar role.

The Client Support Worker role may include occasional evening and weekend working,

typically, in connection with partner and community engagement events that take place

outside of normal working hours.