

## Client Services Support Worker

### 1. Main aspects of the post:

#### 1.1 General Management

To support the delivery of the charity's strategy and operational plan, with particular responsibility for the ongoing delivery and development of the charity's client facing hardship relief and support services. This includes provision of starter packs, crisis food (both home delivery and Foodbank services) and other support services including the TRI project which the charity may provide in the future. These are hereafter referred to as Client Services.

In partnership with any other Client Services support worker(s), to manage the day-to-day aspects of the Client Service operations of the charity, ensuring that the client referral process and the subsequent provision of Client Services by Start Up Stirling is managed safely, accurately and effectively.

To ensure that all supporting activities related to Client Services are completed in accordance with relevant policies, procedures and regulations, including appropriate record keeping, monitoring and reporting.

#### 1.2 People Management

To work collaboratively with any other Client Service Support worker(s), other Start-up Stirling staff and service partners involved in Client Service activities. This particularly includes, but is not limited to, members of Citizen's Advice Bureau staff working in partnership with Start-up Stirling on the TRI project.

To supervise, manage and deploy volunteers within Client Services activities of the charity's operations (Client Service Volunteers).

In conjunction with the Volunteer & Training Coordinator as appropriate, to arrange appropriate induction and training for Client Service Volunteers.

#### 1.3 Operations & Risk Management

To manage the delivery of Client Services on behalf of the charity, ensuring that appropriate practices and procedures are in place and operating effectively in respect of the charity's legal and regulatory responsibilities, including but not limited to client confidentiality, Protecting Vulnerable Groups and volunteer safety.

To work at all times within appropriate COVID safety regulations, and, in conjunction with the General Manager, to adapt Client Service operations flexibly in response to changes in such regulations.

To liaise with and work in partnership with local statutory and voluntary organisations regarding Client Services and issues relevant to those affected by homelessness and financial hardship, including the coordination of client referral processes to the charity's various services.

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Scottish Charity No: SC 035477

*An Initiative of Churches in the Stirling Area*



## 1.4 Financial Management

To assist both the General Manager in the preparation of funding applications and the Warehouse and Facilities manager with managing Client Service budgets by ensuring adequate monitoring and reporting information is maintained and provided on a timely basis when required.

### 2. Key responsibilities:

- 2.1 To manage delivery of all the Client Services activities of the charity in an integrated manner. This includes liaison with existing service partners (in particular, but not limited to Citizens Advice Bureau and any venues hosting Client Services activities). It may also involve, in conjunction with the General Manager, developing new collaborative partnerships with other statutory and voluntary organisations engaged in activities complementary to Client Services.
- 2.2 To hold responsibility for Health and Safety within the locations used for Client Service activities ensuring all staff and volunteers are trained and carry out work in a safe manner using all recommended procedures, including risk assessments.
- 2.3 To work within the remit of COVID regulations in force at all times, responding to changes flexibly and adapting Client Service provision when necessary
- 2.4 To liaise with the Warehouse & Facilities Manager in the joint coordination of stock levels, pack contents and product purchasing within the crisis food and starter pack services.
- 2.5 To coordinate the day-to-day monitoring of the charity's Client Services, including the provision of service monitoring and other statistical information as is required for board of trustees, funders or quality management purposes.
- 2.6 To ensure that service recipients receive timely and appropriate support when referred to any of the charity's services.
- 2.7 To ensure that appropriate systems and processes are in place and operating effectively in order that confidentiality and boundaries are maintained with recipients, volunteers, partners and others as necessary.
- 2.8 To ensure in conjunction with the Volunteer & Training Coordinator that appropriate training and support is available to all Client Service Volunteers.

### 3. Other responsibilities

1. To demonstrate commitment to the charity's values, including promoting and supporting diversity and equal opportunities.
2. When required by the occasional needs of the charity and in accordance with the policy around TOIL, to carry out work at evenings or weekends
3. In the event that lone working is necessary, to carry this out in accordance with the Lone Working Policy, still in progress, and observing all appropriate risk management procedures are followed
4. To undertake any other duties relevant to the job as requested by the General Manager.